Configuration Server

Release Notes 8.5.x

3/11/2025

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Configuration Server 8.5.x Release Note

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

This Release Note applies to all 8.5.x releases of Configuration Server. Links in the Available Releases section enable you to access information regarding a specific release.

Available Releases

Releases are listed by version number rather than in date order. For this reason, a recent release may be listed after earlier releases, if the version number is lower. Except when otherwise noted in the information for a specific release, each release includes all of the features and corrections that were introduced for the applicable operating system at earlier dates, regardless of the version numbering.

Release 8.5.1:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.102.13	03/11/25	General			X		X
8.5.102.12	11/29/24	General			X		X
8.5.102.11	09/25/24	General			X		X
8.5.102.10	06/25/24	General			X		X
8.5.102.09	03/26/24	General			X		X
8.5.102.08	12/15/23	General			X		X
8.5.102.06	09/27/23	General			X		X
8.5.102.04	06/27/23	General			X		X
8.5.102.01	03/30/23	General			X		X
8.5.101.98	11/30/22	General			X		X
8.5.101.97	09/30/22	General			X		X
8.5.101.96	06/20/22	General			X		X
8.5.101.95	03/18/22	General			X		X
8.5.101.94	02/01/22	General			X		X
8.5.101.92	12/17/21	General			X		X
8.5.101.89	11/09/21	General			X		X
8.5.101.83	09/30/21	General			X		X
8.5.101.77	08/11/21	General			X		X
8.5.101.72	07/02/21	General			X		X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.101.60	01/29/21	General		X	X	X	X
8.5.101.58	12/15/20	General		X	X	X	X
8.5.101.56	11/03/20	General		X	X	X	X
8.5.101.55	10/01/20	General		X	X	X	X
8.5.101.54	09/04/20	General		X	X	X	X
8.5.101.51	07/31/20	General		X	X	X	X
8.5.101.50	06/26/20	General		X	X	X	X
8.5.101.49	05/08/20	General		X	X	X	X
8.5.101.48	03/27/20	General		X	X	X	X
8.5.101.47	02/28/20	General		X	X	X	X
8.5.101.46	01/31/20	General		X	X	X	X
8.5.101.42	12/06/19	General		X	X	X	X
8.5.101.41	11/12/19	General		X	X	X	X
8.5.101.38	09/27/19	General		X	X	X	X
8.5.101.37	08/27/19	General		X	X	X	X
8.5.101.36	07/30/19	General		X	X	X	X
8.5.101.33	06/26/19	General		X	X	X	X
8.5.101.32	04/26/19	General		X	X	X	X
8.5.101.31	03/26/19	General		X	X	X	X
8.5.101.30	02/28/19	General		X	X	X	X
8.5.101.29	01/31/19	General		X	X	X	X
8.5.101.28	11/30/18	General		X	X	X	X
8.5.101.26	09/28/18	General		X	X	X	X
8.5.101.25	08/31/18	General		X	X	X	X
8.5.101.24	08/10/18	General		X	X	X	X
8.5.101.23	07/10/18	General		X	X	X	X
8.5.101.22	06/08/18	General		X	X	X	X
8.5.101.21	05/08/18	General		X	X	X	X
8.5.101.20	03/27/18	General		X	X	X	X
8.5.101.19	03/05/18	Hot Fix		X	X	X	X
8.5.101.18	12/22/17	General		X	X	X	X
8.5.101.17	11/10/17	General		X	X	X	X
8.5.101.13	09/26/17	General		X	X	X	X
8.5.101.11	08/22/17	General		X	X	X	X
8.5.101.10	07/07/17	General		X	X	X	X
8.5.101.08	06/05/17	General		X	X	X	X
8.5.101.07	05/05/17	General		X	X	X	X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.101.05	04/07/17	General		X	X	X	X
8.5.101.04	03/03/17	General		X	X	X	X
8.5.101.01	01/27/17	General		X	X	X	X
8.5.101.00	12/16/16	General		X	X	X	X
8.5.100.25	11/04/16	General		X	X	X	X
8.5.100.24	10/03/16	General		X	X	X	X
8.5.100.22	09/02/16	General		X	X	X	X
8.5.100.21	08/05/16	General		X	X	X	X
8.5.100.18	07/08/16	General		X	X	X	X
8.5.100.17	06/03/16	General		X	X	X	X
8.5.100.15	04/29/16	General		X	X	X	X
8.5.100.14	04/05/16	General		X	X	X	X
8.5.100.11	12/22/15	General		X	X	X	X
8.5.100.10	10/09/15	General		X	X	X	X
8.5.100.07	07/31/15	Hot Fix		X	X	X	X
8.5.100.06	06/25/15	General		X	X	X	X
8.5.100.05	06/01/15	Hot Fix					X
8.5.100.04	04/10/15	General		X	X	X	X
8.5.100.02	12/30/14	General		X	X	X	X
8.5.100.01	11/26/14	General		X	X	X	X

Release 8.5.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.000.16	07/01/14	General		X	X	X	X
8.5.000.14	04/25/14	General		X	X	X	X

The operating systems available for use with each component release are listed in the table at a high level only. For more detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations, see the Framework page in the *Genesys Supported Operating Environment Reference Guide*.

For information about 8.1.x releases of Configuration Server, see the 8.1 Release Note (Cumulative).

Discontinued Support

This section documents features that are no longer supported in this software. This cumulative list is in release-number order with the most recently discontinued features at the top of the list. For more

information on discontinued support for operating environments and databases, see Discontinued Support in the *Genesys Supported Operating Environment Reference Guide*.

The following operating systems and database are no longer supported:

- AIX
- Windows 2008
- Red Hat Enterprise Linux 6.x
- Solaris
- DB2

Discontinued As Of: 8.5.101.72

The RHEL version 5 operating system is no longer supported.

Discontinued As Of: 8.5.101.11

Genesys License Reporting Manager (LRM) version 8.5 is no longer integrated with Configuration Server.

See the Upgrade Notes of the 8.5.101.00 Release Note for details.

Discontinued As Of: 8.5.101.00

The following operating systems are no longer supported:

- HP-UX PA and HP-UX IPF – all versions
- AIX version 5.3
- RHEL version 4
- Solaris version 9
- Windows 2003

Discontinued As Of: 8.5.000.14

The following Database Management Systems are no longer supported:

- IBM Informix – all versions
- Sybase – all versions

Discontinued As Of: 8.5.000.14

Simple Object Access Protocol (SOAP) has been deprecated from Management Framework.

Discontinued As Of: 8.5.000.14

Management Framework-related configuration and deployment wizards are no longer supported. Only Configuration Conversion Wizard is supported.

Discontinued As Of: 8.5.000.14

Known Issues

You can find information about Known Issues and Recommendations that apply to some 8.5 releases of Configuration Server, including issues that are specific to Localized (International) releases, at the following links:

- Known Issues and Recommendations
- Internationalization Issues

Related Resources

For additional information about Configuration Server, see the following documentation:

- The documentation related to this software is available from the Management Framework page.
- The *Framework Deployment Guide* provides details about installing and configuring Configuration Server.
- The Framework page in the *Genesys Supported Operating Environment Reference Guide* provides detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations for Framework components.

Release Notes for other Genesys components are available here.

Translation Support

Configuration Server

This page summarizes translation support for 8.5.x releases of Configuration Server for which translation to one or more languages is provided using Language Packs. Release numbers indicate generally available releases, unless **HF** is noted for a Hot Fix release. For a complete list of 8.5.x releases, see Available Releases.

Product translation is limited to contents of this product at the time of translation. Display data coming from other products might appear in English. Display data related to recently introduced functionality in this product might also appear in English.

An asterisk (*) next to a release number of a Language Pack indicates that special considerations for this release are described in the Internationalization Issues section in Known Issues and Recommendations.

Release 8.5.x Translation Support

The following table indicates translation support for particular 8.5.x releases of Configuration Server. A plus sign (+) next to the Language Pack release number indicates that you can install a later release of Language Pack, if available, with the specified release of Configuration Server.

> ### Important
>
> - Releases 8.5.100.02 of the Language Packs included in the following table were originally released on October 22, 2017. Effective December 22, 2017, Build 2 of these releases include support for the CentOS Linux 7 operating system. Customers who obtained any of these software releases prior to December 22, 2017, and need support for CentOS Linux 7 must download Build 2 from the Genesys Software Download website.
>
> - Releases 8.5.100.04 of the Language Packs included in the following table were originally released on January 31, 2019. Effective June 26, 2019, Build 2 of these releases include support for the Windows Server 2019 operating system.
>
> - Effective June 26, 2020, Build 2 of these releases include support for the Red Hat Enterprise Linux AP 8 and virtualization (KVM) in Red Hat 8 operating system.
>
> - Language Pack starting with release 8.5.100.07 no longer supports the following operating systems and databases:
>
>   - AIX
>
>   - Windows Server 2008

- Solaris
- DB2

	Language	English (US) Release
	8.5.10x.xx	**8.5.000.xx**
Language Pack Release		
Chinese (Simplified)	8.5.100.00 8.5.100.01*+ 8.5.100.02+ 8.5.100.04+	8.5.000.00*+
French (France)	8.5.100.00 8.5.100.01*+ 8.5.100.02+ 8.5.100.04+	8.5.000.00*+
German (Germany)	8.5.100.00 8.5.100.01*+ 8.5.100.02+ 8.5.100.04+	8.5.000.00+
Japanese	8.5.100.00 8.5.100.01*+ 8.5.100.02+ 8.5.100.04+	8.5.000.00 8.5.000.01*+
Korean	8.5.100.00 8.5.100.01*+ 8.5.100.02+ 8.5.100.04+	8.5.000.00*+
Portuguese (Brazilian)	8.5.100.00 8.5.100.01*+ 8.5.100.02+ 8.5.100.04+	8.5.000.00*+
Spanish (Mexico)	8.5.100.00 8.5.100.01*+ 8.5.100.02+ 8.5.100.04+	8.5.000.00*+

Known Issues and Recommendations

Configuration Server

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Configuration Server. This section provides the latest information on known issues and recommendations associated with this product. It includes information on when individual items were found and, if applicable, corrected. The Resolved Issues section for each release describes the corrections and may list additional issues that were corrected without first being documented as Known Issues.

See also Internationalization Issues.

Configuration Server Proxy requirements for Flexera License Manager (FlexLM) server may vary. Confirm with the "What's New" section of release notes for each version you are deploying. If you have to upgrade FlexLM, the latest version can be found on Management Framework DVD.

Configuration Layer components do not support usage of the non-default port of Configuration Server. These components must be configured to contact the current primary master Configuration Server using its default port only.

Important

Starting from Configuration Server release 8.5.101.00, License Reporting Manager 8.5 integration has been removed completely, and the steps below are no longer required.

You can skip Configuration Server 8.5.x (prior to 8.5.101) verification of License Reporting Manager (LRM) software that is present in your system when installing a new environment, or when upgrading an existing environment to Configuration Database 8.5 format.

Tip

Using LRM requires that for each Framework upgrade, you must also install LRM, ICON, and GAX, even if you do not require them (either you do not use the component at all, or you do not require the upgraded version). Disassociating Configuration

> Server and LRM can save you the time and effort of installing new or upgraded versions of these components if you do not otherwise require them.

Before you launch Configuration Server against a new or converted database for the first time, start or restart Configuration Server using the parameter **-preparedb**, as follows:

- On Windows: `confserv.exe -preparedb`
- On UNIX: `./confserv -preparedb`

This parameter forces Configuration Server to start in utility mode, validate and update the Configuration Database, and then exit. Review the Configuration Server log to see the success message. If necessary, set the **verbose** configuration option to debug or to `all` to see all messages. You can then restart Configuration Server using the commands and options described in the *Framework Deployment Guide*, ignoring any references and commands relating to LRM.

Important

You must be accessing the Configuration Database directly to disable LRM. If you are using Configuration Server 8.5 with DB Server to access the database, you can temporarily install and configure a copy of Configuration Server on the same host with DB Server and DBMS client software to execute this step.

If you are using the Solaris platform, Genesys strongly recommends that you use DB Server to access the Configuration Database. Accessing the Database directly will cause excessive CPU usage for the Configuration Server Proxies. Do not configure auto-restart for both the primary and backup master Configuration Servers in a redundant pair.

Mixed language mode for Configuration Server is intended for use in limited deployments, as described in the White Paper entitled Deploying Genesys for Key Mixed Language Scenarios. Use of this information in conjunction with any scenarios not explicitly covered in this white paper may lead to unpredictable results.

If you used an older version of Genesys Administrator or Configuration Manager to create new Access Groups by copying an existing predefined access group (such as Administrators or EVERYONE), you might not be able to remove the new Groups through Configuration Server; you can only do this directly in the Configuration Database.

Workaround: To avoid this situation, use the latest version of Genesys Administrator available. If you have already experienced this issue and were unable to remove some Groups, please contact Genesys Technical Support for detailed instructions.

Configuration Conversion Wizard (CCW) is not localized. However, when operating with a localized version of Windows, CCW displays part of the text in the local language. As a result, CCW screens

contain text partially in English and partially in the local language.

When configuring Host objects for the Windows server hosts running the Windows 2012 and earlier operating systems, do not specify Windows as the OS Type. Instead, select the specific version of Windows that the Host machine is running.

If the Configuration Database contains corrupted password fields resulting from, for example, improper manual updating of the database, and these fields contain characters that cannot be represented properly by Genesys Administrator, attempting to launch Genesys Administrator against this database would cause an error. To prevent this from occurring, examine any database fields that you may have modified manually, and correct their values.

Warning

Do not manually make any changes to the Configuration Database. Use only the tools provided in Genesys software.

On Windows, PostgreSQL DB client may terminate unexpectedly or operate incorrectly if any of the environment variables used by PostgreSQL to locate files on the filesystem are provisioned without proper escaping of "\" character. Make sure you provision the Windows paths according to the PostgreSQL documentation. For more details, see PostgreSQL Databases.

Configuration Server version 8.5.101.98 running in the Linux machine terminates unexpectedly when config DB Server running in the Windows machine is stopped or switched over.

Workaround: Use Configuration Server version 8.5.101.96 for remote config DB Server connections and Configuration Server version 8.5.101.98 or later for direct connections.

ID: **MFWK-24476**	Found In: **8.5.101.98**	Fixed In: **8.5.102.04**

Configuration Server Proxy shuts down in the following scenarios:

- login with forced password change
- login on behalf of expired account; reset with override-account-expiration=2

This issue applies to CSP 8.5.101.70 and later.

ID: **MFWK-23928**	Found In: **8.5.101.70**	Fixed In: **8.5.101.92**

Configuration Server 8.5.101.52 to 8.5.101.57 (inclusive) grows in memory during basic usage scenarios due to memory leak.

ID: **MFWK-23307**	Found In: **8.5.101.54**	Fixed In: **8.5.101.58**

Configuration Server backup and Configuration Server proxies unexpectedly shut down at the same time. This issue occurs when processing a notification for a Folder permissions change, which is part of compound object creation, such as Campaign or Switch.

| ID: **MFWK-23256** | Found In: **8.5.101.54** | Fixed In: **8.5.101.56** |

When objects are moved and if the **shortcut-remove-restriction-count** option is configured, there are chances that the link deletion will fail.

| ID: **MFWK-23074** | Found In: **8.5.101.50** | Fixed In: |

Starting from Configuration Server version 8.5.101.47, VAG calculation Configuration Server proxy provides only a debug log message indicating mandatory log truncation when it cannot deliver full details of history to a client. This makes it impossible to set up an automated alarm to cover situations when Interaction Concentrator has to be re-synchronized after being down for a prolonged period of time.

Workaround: You have to monitor Configuration Server logs for the `Proxy-side VAG: expandable transaction in history log` text and force synchronization on ICON side.

| ID: **MFWK-22827** | Found In: **8.5.101.47** | Fixed In: **8.5.101.59** |

Configuration Server unexpectedly shuts down when attempting to connect and authorize a user who is configured for LDAP external authentication (that is, with a non-empty External User ID) if the corresponding Person object contains the **gauth_ldap[_<n>]** sections without the **ldap-url** options. If the **ldap-url** options are present, but contain invalid URLs, the problem does not reproduce. The problem was introduced in Configuration Server 8.5.101.39.

Workaround: Ensure that the **gauth_ldap[_<n>]** sections in the Person objects contain the **ldap-url** options.

Note: Take care when using space delimiters (dashes vs. underscores) and case-sensitive section/option names. (A common issue that causes the problem is misspelling the **ldap-url** option name, such as "ldap_url").

| ID: **MFWK-23240** | Found In: **8.5.101.39** | Fixed In: **8.5.101.58** |

Master backup Configuration Server cannot establish a secured connection to master primary on startup with default or **HA Sync** port.

| ID: **MFWK-22280** | Found In: **8.5.101.38** | Fixed In: |

Configuration Server 8.5.1 on Solaris can only be used with DB Server. Direct connection to database on Solaris isn't working on Solaris 10.

| ID: **MFWK-22780** | Found In: **8.5.101.37** | Fixed In: |

Genesys Administrator is unable to connect to Configuration Server because it could not read the

cfgservermetadata.xml file. This problem occurs because the **cfgservermetadata.xml** file is using an incorrect encoding scheme called UTF-8 BOM.

Workaround: Open the **cfgservermetadata.xml** file in Notepad++, change the encoding from UTF-8 BOM to UTF-8 (**Encoding** menu > **Encode in UTF-8**), and save the file.

ID: **MFWK-22126**	Found In: **8.5.101.36**	Fixed In: **8.5.101.37**

On Linux, Configuration Server using Microsoft ODBC driver does not connect to the MS SQL database while using Data Source Name (DSN).

ID: **MFWK-21492**	Found In: **8.5.101.20**	Fixed In: **8.5.101.33**

On Linux, Configuration Server is currently using Microsoft ODBC 13.X driver for direct connections to MS SQL database. This restricts the use of non-ASCII characters when working with databases that have non-Unicode native codepages. For more details on the restrictions, see the Microsoft documentation for the specified driver version.

ID: **MFWK-19886**	Found In: **8.5.101.20**	Fixed In:

Deferral of Configuration Server Proxy requests, using the Transaction Serialization feature, does not occur if the master Configuration Server has not fully initialized and is ready to handle the requests.

ID: **MFWK-19799**	Found In: **8.5.101.20**	Fixed In:

You cannot create Business Process objects using certain versions of Interactive Routing Designer (IRD) starting from Configuration Server 8.5.101.19 because of additional validation steps performed by this version of Configuration Server.

Workaround: Set the **[<configuration server name>].enable-list-validation** configuration option to `false`. This option change takes effect immediately, and does not require a restart.

> ## Warning
> Use this workaround only if you have issues with using the current version of IRD and Configuration Server version 8.5.101.19 or 8.5.101.20.

ID: **MFWK-19860**	Found In: **8.5.101.19**	Fixed In: **8.5.101.21**

After a switchover between primary and backup Configuration Server, Virtual Agent Group (VAG) members are no longer updated. This problem first occurred in Configuration Server 8.5.101.13.

Workaround: To avoid this problem, do not use Configuration Server 8.5.101.13; use the latest version of Configuration Server available.

ID: **MFWK-19052**	Found In: **8.5.101.13**	Fixed In: **8.5.101.17**

RADIUS External Authentication does not work properly if all authentication servers listed in the **servers.conf** file are not also listed in the **radiusclients.conf** file. If this is the case, the interface console and logs will report contradictory authentication results.

ID: **MFWK-19027**	Found In: **8.5.101.13**	Fixed In:

You cannot enable the **force-password-reset** option for user accounts with the current version of Configuration Server. If this option is set to `true`, the user will be unable to log in even after providing a new password, and the System Administrator will have to reset each user's password to restore the users' access.

ID: **MFWK-19027**	Found In: **8.5.101.13**	Fixed In:

In the scenario in which a backup Configuration Server, while switching to primary mode, loses its connection with the database and is forced to reload the data during the switchover, the Virtual Agent Groups might, in very rare situations, appear to be empty.

ID: **MFWK-18652**	Found In: **8.5.101.00**	Fixed In: **8.5.101.13**

If a configuration option is changed in a primary Configuration Server, and there is a mismatch in a Transport Parameter between the primary and backup Configuration Servers, the backup server is updated with the value of the Transport Parameter in the primary server.

Workaround: To avoid this issue, configure the Transport Parameters at the application or host level (not at the connection level), or break the link between the HA pair before configuring distinct values at the connection level.

ID: **MFWK-18618**	Found In: **8.5.100.24**	Fixed In: **8.5.101.13**

If **[security-authentication-rules].password-no-repeats** is set to a value greater than 1 in the Tenant in which the "default" user resides, after a user changes the password of the default user once, Configuration Server no longer allows any changes to the default user object. The user might also disappear from the root folder after subsequent restarts of Configuration Server. Make sure you change the default password first, before you configure any password history rules in you system.

ID: **MFWK-17943**	Found In: **8.5.100.17**	Fixed In:

On the RHEL 7.x and 8.x, CentOS, Oracle, or SUSE Linux platform, and when using LDAP external authentication, Configuration Server does not open the LDAP authentication library (**./libgauth_ldap_64.so**) even if the LD_LIBRARY_PATH environment variable is set correctly and the library is available. The following log event is generated instead:

```
Std 22302 External authentication configuration error: Authentication library
[./libgauth_ldap_64.so] could not be opened. Reason ./libgauth_ldap_64.so: cannot
open shared object file: No such file or directory.
```

This problem occurs because another dependent library (**libsasl2.so**) has a different name on the RHEL 7.x and 8.x platforms.

Workaround: Manually create a symbolic link for **libsasl2.so** with a name compatible with what Configuration Server expects, by entering the following commands:

```
cd /usr/lib64
ln -s libsasl2.so.3.0.0 libsasl2.so.2
```

ID: **MFWK-17547**	Found In: **8.5.100.17**	Fixed In:

If Configuration Server is provisioned to use external authentication, but **[authentication]library=internal** is set at the Tenant level, Configuration Server still performs external authentication for all users under that Tenant that have a value in their **External ID** field.

ID: **MFWK-17009**	Found In: **8.5.100.10**	Fixed In: **8.5.100.11**

When Configuration Server Proxy disconnects from the master Configuration Server for some reason, it goes into Read-only mode, which is expected. However, when it tries to reconnect to the master server, the proxy server uses the wrong port.

Workaround: To avoid this problem, make sure that the connection parameters specified in the Configuration Server Proxy command line, used for the initial connection to the master Configuration Server, match those specified for the `default` port of the primary master server Application object (currently or originally named `confserv`).

ID: **MFWK-17094**	Found In: **8.5.100.07**	Fixed In: **8.5.101.21**

If the last login synchronization feature is enabled, while processing GETHISTORYLOG requests from clients, Configuration Server Proxy 8.5 sometimes stops responding to client requests and CPU usage rises to 100%.

Workaround: To keep this problem from reoccurring, set the **last-login-synchronization** option to `false` on the master Configuration Server.

ID: **MFWK-16825**	Found In: **8.5.100.04**	Fixed In: **8.5.100.11**

Configuration Server might terminate unexpectedly and generate a core file when working in multi-threaded mode.

Workaround: If you are using Configuration Server 8.5.100.04 or later, do not switch the server to enable multi-threaded mode. If you are using previous versions of Configuration Server 8.5, turn off multi-threaded mode by setting the environment variable GCTI_CONFSERV_CONN_STARTUP_DEFAULT to 1 (one) before starting Configuration Server.

ID: **MFWK-16520**	Found In: **8.5.100.02**	Fixed In:

The Configuration Server Installation Package installs the Configuration Database initialization and locale scripts into folders located at **<installation folder>/sql_scripts/multi_tenant/<dbms type>**, instead of **<installation folder>/sql_scripts/<dbms type>**, as documented in the *Framework Deployment Guide*.

| ID: **MFWK-16462** | Found In: **8.5.100.02** | Fixed In: **8.5.100.04** |

When a locale has been applied to the Configuration Database, if a user creates a new Tenant object while **skip-environment-enum-transfer** is set to `true`, a copy of predefined business attribute objects is created with English (US) names and with similar attributes and are displayed in the national language in the Environment tenant.

Workaround: Genesys strongly recommends that you set **skip-environment-enum-transfer=**`true` to avoid copying predefined attributes unless you are using a Genesys Solution that explicitly requires a copy to exist under each Tenant.

| ID: **MFWK-16441** | Found In: **8.5.100.01** | Fixed In: |

When using a PostgreSQL DBMS, the following Configuration History Log error messages are generated when Configuration Server starts up:

```
Incorrect history data format (can't read id)
```

This problem occurs if PostgreSQL is configured to operate in **standard_conforming_strings=**on mode. To avoid this problem, configure PostgreSQL with the option **standard_conforming_strings=**`off` and set the corresponding Configuration Server option **postgre-standard-conforming-strings=**`off`.

Note: There is a known problem that causes Configuration Server, operating with a PostgreSQL database in **standard_conforming_strings=**off mode and configured for the Shift-JIS locale, to incorrectly store the symbol ◇. Until the fix for this problem is available, and as only a temporary workaround, it is acceptable to run the PostgreSQL database in **standard_conforming_strings=**on mode and the Configuration Server option **postgre-standard-conforming-strings** set to on. In this case, the above error message can be ignored.

| ID: **MFWK-16521** | Found In: **8.5.000.16** | Fixed In: **8.5.100.06** |

On the 32-bit Linux platform, Configuration Server sometimes terminates unexpectedly when attempting to generate a log message about an ADDP timeout expiring on any of its connections (for example, STANDARD 00-07041 Socket [X] is not responding within [n] milliseconds, remote socket [Y].)

This issue does not occur when Configuration Server is running on the 64-bit Linux platform.

Workaround: To avoid this problem, disable ADDP between Configuration Server and any other components, or use the 64-bit Linux platform.

| ID: **MFWK-16314** | Found In: **8.5.000.16** | Fixed In: **8.5.100.01** |

When operating the Configuration Layer in multi-language mode, section and option names in the Annex sections of all Configuration objects containing non-ascii characters, must be limited to 64 characters. Configuration Server does not properly check the length of these fields and entering values that are longer than the above limit could result in failure of some Genesys applications. Manually verify that values are 64 characters or less when non-ascii symbols are present in sections and option names.

ID: **MFWK-23453**	Found In: **8.5.000.14**	Fixed In:

Genesys server applications can be configured only to connect to the default port of Configuration Server. Use additional ports to connect UI applications.

ID: **MFWK-21259**	Found In: **8.5.000.14**	Fixed In:

Configuration Conversion Wizard (CCW) cannot convert from single-language to multi-language database using MS SQL DBMS.

Workaround:

1. Export the data from the source single-language MS SQL database using the **Generate Scripts...** wizard in UTF-8 format (see the MSFT documentation for MS SQL Studio for details).

2. Create target multi-language database as advised in the *Database Connectivity Reference Guide* and initialize it using the **init_*_multilang_mssql.sql** script.

3. Import the resulted script from the single-language MS SQL database into the multi-language database (see the MSFT documentation for MS SQL Studio for details to complete import). The primary constraint violation errors caused by the presence of duplicated records inserted by the init script can be ignored.

ID: **MFWK-20516**	Found In: **8.5.000.14**	Fixed In:

When processing a large number of configuration changes, Configuration Server Proxy might reach a CPU utilization rate of 100%, significantly slowing its processing rate, while the master Configuration Server continues to handle requests normally.

Workaround: Disable the Audit Trail feature by setting **[history-log].write-former-value** to `false` on both the master and backup Configuration Server Proxies.

ID: **MFWK-16577**	Found In: **8.5.000.14**	Fixed In: **8.5.100.06**

Configuration Server sometimes experiences issues loading the license file at startup if there are records in the Configuration History database that are subject to removal.

Workaround: In the **[history-log]** section of the Configuration Server object, set the configuration option **max-records** to a larger value (up to 2147483647) or the option **expiration** to a larger number of days, or manually clean out records from the CFG_HDB_OBJECT table.

ID: **MFWK-16540**	Found In: **8.5.000.14**	Fixed In: **8.5.100.04**

When running on the Solaris platform, Configuration Server is unable to calculate Virtual Agent Group (VAG) membership. At startup, Configuration Server generates the following Standard-level log event for each VAG:

```
21-22400: Initialization error: CFGValueOutOfRange, object: [CfgAgentGroup], ...
Script expression is not valid
```

The problem is specific to Solaris. No other operating systems are affected.

| ID: **MFWK-16423** | Found In: **8.5.000.14** | Fixed In: **8.5.100.02** |

When configured on Configuration Server 8.5.x, the **level-reassign-<event>** configuration option does not take effect until Configuration Server is restarted. When configured on Configuration Server 8.1.x, this option takes effect immediately, as described in the *Framework Configuration Options Reference Manual*.

| ID: **MFWK-16411** | Found In: **8.5.000.14** | Fixed In: **8.5.100.14** |

For Kerberos external authentication to work, set the **KRB5RCACHETYPE** environment variable to none.

| ID: **MFWK-15714** | Found In: **8.5.000.14** | Fixed In: **8.5.100.11** |

The Application metadata for Management Framework Application Templates contains an incorrect spelling of the **message_format** option. The correct spelling is **message-format**. The option will not take effect for Application objects created from one of these templates unless the spelling is changed.

Workaround: Manually update the name of the application option, either in the Application Template object itself, or in the Application objects created from the template.

| ID: **MFWK-15683** | Found In: **8.5.000.14** | Fixed In: **8.5.000.16** |

Configuration Server might take a long time to update the Virtual Agent Group if the Agent Group object contains a large list of agents.

Workaround: In the options of Configuration Server, in the **[history-log]** section, set the configuration option **write-former-value** to *false* so the previous value is not saved in the Configuration Server History Log. This setting takes effect immediately, and should improve performance during the update.

Note: Remember to set the option back to *true* after you are finished the update.

| ID: **MFWK-15672** | Found In: **8.5.000.14** | Fixed In: |

If an application changes the value of certain configuration object fields, such as **Reset Password** to the special value Unknown, Configuration Server does not notify its clients about these changes. As a result, these are, in effect, invisible to the clients. In addition, the previous values of these fields might become effective after Configuration Server switches to backup mode.

| ID: **MFWK-15593** | Found In: **8.5.000.14** | Fixed In: **8.5.000.16** |

Configuration Conversion Wizard 8.5.0 can not upgrade an 8.1.3 multi-language database to the 8.5 format.

Workaround: Do not convert the database; Configuration Server 8.5 works properly with a multi-language database in 8.1.3 format.

ID: **MFWK-15279**	Found In: **8.5.000.14**	Fixed In:

Some new 8.5 features may cause a noticeable degradation in performance of Configuration Server during object creation and update.

Workaround: Disable internal threads used by Configuration Server by doing the following:

1. Install DB Server 8.1.

2. Configure Configuration Server to use DB Server for database access. Refer to the *Framework 8.1 Deployment Guide* for details.

3. In the Configuration Server configuration file, in the **[confserv]** section, set **dbthread=**false.

4. Set the environment variable **GCTI_CONFSERV_CONN_STARTUP_DEFAULT** to 1 before starting Configuration Server.

5. Restart Configuration Server.

ID: **MFWK-15707**	Found In: **8.5.000.11**	Fixed In: **8.5.000.16**

When Configuration Server is running on UNIX and is configured to connect directly to the DBMS (the default behaviour), if it experiences connectivity issues with the DBMS, it might generate zombie (defunct) dbclient processes when trying to reconnect. The longer the Configuration Server is unable to reconnect to the DBMS, the more zombie (defunct) processes are created and consuming memory.

Workaround: To remove the zombie (defunct) processes, stop the main Configuration Server process.

Recommendation: Genesys strongly recommends that you restart Configuration Server if it is unable to connect to the DBMS for a long period of time. This avoids the creation of a large number of zombie (defunct) processes consuming memory.

ID: **MFWK-16270**	Found In: **8.5.000.01**	Fixed In: **8.5.100.02**

In Linux environments with external authentication enabled and where users are allowed to enter password characters from the extended ASCII codes, Configuration Server may fail to properly encode passwords before sending them to the LDAP external authentication system if the code page used by Configuration Server process and the code page used by users entering their configuration passwords do not match. In this case, Configuration Server may send an empty password to the LDAP server, and depending on LDAP settings, this may result in successful authentication of users in Configuration Server even if the user did not enter a correct LDAP password.

Workaround: Genesys recommends all customers using external authentication to upgrade their Configuration Server to release 8.5.1 or make sure that code page settings are consistent between Configuration Server host and all other systems from which users are able to log in to Configuration Server.

ID: **MFWK-22087**	Found In: **8.1.300.29**	Fixed In: **8.5.100.02**

Configuration Server will not use internal authentication or accept a request to change the password of a user configured with **library=internal** and with a non-empty **External User ID** field.

| ID: **MFWK-16779** | Found In: **8.1.300.23** | Fixed In: **8.5.100.10** |

Configuration Server cannot process an incoming message that is in the wrong format, and will terminate unexpectedly as a result.

Workaround: To avoid this problem, do not scan Configuration Server ports, or upgrade to (by dropping in) the latest 8.5.1 version of Configuration Server.

| ID: **MFWK-18713** | Found In: **8.1.300.19** | Fixed In: **8.5.101.07** |

Configuration Server might terminate unexpectedly when externally authenticating a user while a configuration change that affects external authentication is in progress.

Workaround: To avoid this, reconfigure external authentication options when no authentication is occurring.

| ID: **MFWK-16292** | Found In: **8.1.300.16** | Fixed In: **8.5.100.02** |

If Configuration Server Proxy, or its backup server, loses its connection with the master Configuration Server while synchronizing data during initialization or reloading Configuration History Log data, the proxy server might not have a complete History Log. In addition, the proxy server might not open its listening port after it is fully initialized. To confirm that this has happened to the proxy server, check for log event 21-22135 accompanied by 21-22136.

Workaround: After you confirm that this has occurred on a primary or backup Configuration Server Proxy, restart that server.

| ID: **MFWK-17563** | Found In: **8.1.300.12** | Fixed In: **8.5.101.00** |

Configuration Server incorrectly exports Campaign objects that contain Campaign Groups into XML. If Campaign Groups exist, they are stored in XML as obsolete `CampaignGroupInfo` entities that cannot be imported back later.

| ID: **MFWK-14427** | Found In: **8.1.300.09** | Fixed In: |

If you select an existing file when performing an export in CCW, CCW reports an error, deletes the file, and does not perform the export.

Workaround: Specify a new, unique filename when exporting the data.

| ID: **MFWK-14532** | Found In: **8.1.300.06** | Fixed In: |

If Configuration Server receives concurrent requests to update related objects while it is updating the Configuration Database, the update requests are sometimes processed in the wrong order, causing Configuration Server to terminate.

Workaround: To avoid this, use only Genesys administrative user interfaces (Genesys Administrator, Genesys Administrator Extension, or legacy Configuration Manager) to edit your configuration. If custom (PSDK) applications are used, they must support synchronous mode to make the updates.

ID: **MFWK-17369**	Found In: **8.1.300.00**	Fixed In: **8.5.101.20**

When processing a heavy load of update and deletion requests, Configuration Server sometimes sends notifications with duplicate UNSOLEVENTNUM attributes, affecting transactions following the deletion transaction. These notifications cause complete failure of the affected database transactions because they violate the uniqueness of the primary key in the CFG_HDB_OBJECT table.

ID: **MFWK-16399**	Found In: **8.1.200.24**	Fixed In: **8.5.100.04**

After a Configuration Server switchover, in which the backup Configuration is running in primary mode, duplicate folders and configuration objects are displayed randomly in Genesys Administrator or Configuration Manager.

Workaround: To clear this problem, restart Configuration Server.

ID: **MFWK-17113**	Found In: **8.1.200.17**	Fixed In:

If an object's name or any other attribute contains a non-alphanumeric character, such as an apostrophe ('), accent (`), or a back/forward slash (\ or /), the database will generate a syntax error.

Workaround: Do not use a non-alphanumeric character in any value to be stored in a database, unless specifically told to do so.

ID: **MFWK-15232**	Found In: **8.1.200.15**	Fixed In: **8.5.000.16**

In an HA configuration, if you start the backup Configuration Server Proxy while the primary server's host is not available, the backup server sometimes stops responding and does not switch to primary mode.

ID: **MFWK-16164**	Found In: **8.1.200.09**	Fixed In: **8.5.100.06**

When converting a database, Configuration Conversion Wizard (CCW) can create new configuration objects, the names of which might conflict with the names of existing configuration objects. In these cases, the new objects do not appear in Genesys Administrator.

For example, starting in release 8.1.1, CCW creates two new Application objects, **Genesys Administrator** and **Genesys Administrator Server**, during database conversion. If objects with these names already exist in the Configuration Database, the new objects will not appear in Genesys Administrator.

Workaround: Before running the Wizard, rename any existing objects for which the conflict will occur. Then, after running the Wizard, rename or delete the new objects and change the original objects back to their original names.

ID: **MFWK-13296**	Found In: **8.1.100.11**	Fixed In:

If any configuration change is made while another instance of Configuration Server Proxy and/or the master Configuration Server master in backup mode is starting up or reloading data, that

Configuration Server instance might either receive incomplete data or terminate unexpectedly and must be restarted. Actual behavior might vary, and differs from version to version, as follows:

- Configuration Server 8.0.x and 8.1.x either terminates abnormally or might contain inconsistent data (compared to the master server from which it received data).

- Configuration Server 8.5.x might end up containing inconsistent data (compared to the master server from which it received data).

Inconsistent data includes missing or duplicated objects. After Configuration Server Proxy starts up or reloads the data, it will display inconsistent data in Genesys Administrator and any other applications connected to the Proxy server. Likewise, the backup master Configuration Server will reveal inconsistent data to applications that connect to it after it has switched over into primary mode.

| ID: **MFWK-15618** | Found In: **8.0.300.50** | Fixed In: **8.5.101.20** |

When the master Configuration Server changes Configuration Server Proxy to Read-only or Emergency mode, Configuration Server Proxy does not notify its clients of the change in mode.

| ID: **MFWK-12564** | Found In: **8.0.300.42** | Fixed In: |

Tenant names must not contain one or more backslash characters (\).

| ID: **MFWK-11598** | Found In: **8.0.100.18** | Fixed In: |

Internationalization Issues

Information in this section is included for international customers. Release numbers in the **Found In** and **Fixed In** fields refer to the English (US) release of Configuration Server unless otherwise noted in the issue description.

Note: Product translation is limited to contents of this product only. Display data coming from other products might appear in English.

When you search for an item of Business Attribute and Business Attribute Value by its localized display name, the search will return no results.

Workaround: To find the correct object, enter the non-localized (English) name or a common sub-string of the two names. For example, to find an object in an FR localized environment with a localized name of Langue, search for Language or `lang`*.

| ID: **MFWK-18154** | Found In: **8.5.100.25** | Fixed In: |

When a localized Configuration Database is upgraded to 8.5 format from 7.6 and a specific language

locale is applied, some of the predefined folder names might be displayed incorrectly. The inaccurate folder names do not affect functionality, and can be ignored if you do not want to implement the workaround.

Workaround: Genesys recommends that you use the English locale in the converted database.

ID: **MFWK-17358**	Found In: **8.5.100.11**	Fixed In:

The following localization issue is fixed in all 8.5.100.01 Language Pack releases:

In the 8.5.100.01 Language Packs, the names of Business Attribute and Business Attribute Value objects are no longer translated. In previous versions of the Language Packs, the names were translated, and sometimes caused existing strategies and/or other resources to fail.

ID: **MFWK-18080**	Found In: **8.5.100.00**	Fixed In: **8.5.100.01**

The following localization issue is fixed in all 8.5.1 Language Pack releases:

You can now successfully import Application Templates in a localized Configuration Server. Previously in this scenario, you were unable to import an Application Template unless the locale ID (`lcid`) was set to 1033.

ID: **MFWK-17001**	Found In: **8.5.000.00**	Fixed In: **8.5.100.00**

The following localization issue is fixed in the following Language Pack release:

  • Japanese (JPN) 8.5.000.01

The file **CfgLocale_postgre.sql** now runs correctly and sets up the Japanese locale. Previously, the file generated an error and the locale was not set up properly.

ID: **MFWK-16413**	Found In: **8.5.000.00**	Fixed In: **8.5.000.01**

The following localization issue is fixed in Configuration Server:

Configuration Server now localizes all strings correctly in both single- and multi-language mode, so the strings correctly appear in Japanese. Previously, Configuration Server did not localize some strings correctly in a single-language environment, and these strings incorrectly appeared in English.

ID: **MFWK-16398**	Found In: **8.5.100.01**	Fixed In: **8.5.100.02**

Release 8.5.1

Configuration Server Release Notes

You can find links to Release Notes for particular 8.5.1 releases of Configuration Server, if available, in the tree menu on the left or in the list of Available Releases.

8.5.102.12

Configuration Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
11/29/24	General			X			X

What's New

This release contains the following new features and enhancements:

- Configuration Server now uses OpenSSL version 3.0.15 for the Linux operating system. (MFWK-25083)

- Configuration Server now supports PostgreSQL 16. For more details, refer Framework Supported Database/DB Clusters Table in the **Genesys Supported Operating Environment Reference** Manual. (MFWK-25062)

- Configuration Server now has improved metrics for Prometheus support. These metrics are accessible from the /v2/metrics path and the following list describes the differences from the old /metrics report:

  - Removed high cardinality labels such as client_session_id, socket, and connected from per-client metrics.

  - Added aggregation of per-client metrics to avoid errors on Prometheus side in case when multiple clients share the same label set.

  - Removed the Counter-type per-client metrics since they are not valid with aggregation anymore.

  - Removed redundant Gauges for *total* metrics having corresponding Counter.

  - Metrics in report are rearranged to group same metric for all clients together as required by Prometheus specifications (although not currently enforced). (MFWK-25007)

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.102.12.

8.5.102.11

Configuration Server Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/25/24	General			X			X

What's New

This release contains the following new features and enhancements:

- Configuration Server now provides the following additional metrics to the Prometheus monitoring tool:

  - Total number of auth and write requests per client.

  - Current number of client records in cache for the session restore feature.

  - Total number of restored sessions (for `cfglib` protocol).

  - Total number of new connections per protocol. (MFWK-23888)

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Resolved Issues

This release contains the following resolved issues:

On the Windows and Linux platform, the MS SQL dbclient (`dbclient_msql_64`) that is located in the Configuration Server's **dbclient_next** folder can load the ODBC driver version 18 to connect to MS SQL Server 2022 or later. For more details, refer Framework Supported Database/DB Clusters Table in the **Genesys Supported Operating Environment Reference** Manual. (MFWK-24944)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.102.11.

8.5.102.10

Configuration Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/25/24	General			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

On the Linux platform, the MS SQL dbclient (dbclient_msql_64) that is located in the Configuration Server's **dbclient_next** folder can load the ODBC driver version 18 to connect to MS SQL Server 2019 or later. (MFWK-24963)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.102.10.

8.5.102.09

Configuration Server Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/26/24	General			X			X

What's New

This release contains the following new features and enhancements:

- Performance improvements have been made in Configuration Server such that the Client can filter configuration objects by name filter more efficiently when working with large datasets, resulting in reduced latency and improved user experience. This performance improvement feature can be enabled or disabled by using a new configuration option **x-path-read-improvements** added in the **[system]** section. By default, this option is set to `false`. For more details, see the x-path-read-improvements option. (MFWK-24677)

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> **Important**
> The performance improvements significantly improves user experience when agent logins are performed via Genesys Web Services.

Resolved Issues

This release contains the following resolved issues:

TLS 1.3 is now supported in Management Layer (ML) components running on Windows 11 and Windows Server 2022. (MFWK-24775)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.102.09.

8.5.102.08

Configuration Server Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/15/23	General			X			X

What's New

This release contains the following new features and enhancements:

- Supports Red Hat Enterprise Linux 9. (MFWK-24658)

- Support for PostgreSQL 13 client software on Linux and Windows.

    - This version of **dbclient_postgre** file is provided in the **dbclient_next** subfolder. During installation, take a backup of the default version (PostgreSQL 12 client) of the **dbclient_postgre** file from the default installation folder and replace it with the **dbclient_postgre** file from the **dbclient_next** folder, and then restart the application.

      See the Framework page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems and databases.

      (MFWK-24657)

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.102.08.

8.5.102.06

Configuration Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/27/23	General			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The Advanced Disconnection Detection Protocol (ADDP) configuration now works properly for proxy-to-proxy connections when enabling a new option **configurable-master-server** in scenarios where the default primary Configuration Server (name=confserv) is not used. (MFWK-24456)

A new option, **client-record-sync-timeout**, allows you to specify a time delay in seconds which provides a window of time to sync client records to Backup Configuration Server whenever there is a switchover or a shutdown in Configuration Server (Primary) or Configuration Server Proxy (Primary). Previously, the complete client records were not synced which caused connection restoration to fail. (MFWK-24516)

The primary Configuration Server now loads only those number of proxies configured in the **proxy-load-max** option in Read-Only mode that's similar to the full operational mode. Previously, the primary Configuration Server loaded all proxies in read-only mode. (MFWK-24622)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.102.06.

8.5.102.04

Configuration Server Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/27/23	General			X			X

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

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Configuration Server no longer terminates unexpectedly when it loses connection with Configuration DB Server. Previously, Configuration Server version 8.5.101.98 running in the Linux machine terminated unexpectedly when Configuration DB Server running in the Windows machine was stopped or switched over. (MFWK-24476)

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Configuration Server no longer terminates unexpectedly when it loses connection from the Database during a huge change request in the transaction queue. Previously, Configuration Server terminated unexpectedly in this scenario. (MFWK-24444)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.102.04.

8.5.102.01

Configuration Server Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/30/23	General			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Configuration Server and Configuration Proxy server now performs authentication when the client tries to restore the session. A new option, **session-restore-auth**, is now introduced to enable or disable the authentication process. However, this authentication is not applicable for KERBEROS, and Single Sign-on (SSO) authentication modes. Previously, no authentication process existed during client session restoration. (MFWK-23923)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.102.01.

8.5.101.98

Configuration Server Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/14/22	General			X			X

What's New

This release contains the following new features and enhancements:

- Configuration Server binary images and installation package have been digitally code signed.

Resolved Issues

This release contains the following resolved issues:

Maser configuration server configured with non-zero **proxy-load-max** intermittently, may unduly delay loading of multiple CSPs that are started concurrently. The issue occurs rarely with a specific timing or order of requests to the master server from concurrently loading proxies. When this problem occurs, the processing of multiple loading proxies resumes only after one or more **proxy-load-timeout** expirations. (MFWK-24242)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.98.

8.5.101.97

Configuration Server Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/30/22	General			X			X

What's New

This release contains the following new features and enhancements:

- Configuration Server (CS) now supports optional HTTP port and exposes all currently supported metrics (available via log stat file) represented in the output. The output can be obtained via a GET command from the endpoint in Prometheus metrics format. For information on the "statistics log file" feature, refer to the section Statistical logging in the *Management Framework Deployment Guide* (MFWK-24051).

Resolved Issues

This release contains the following resolved issues:

CS now uses OAEP padding when encrypting the configuration database password that is stored in the CS startup configuration file of the master Configuration Server. Previously, CS used the PKCS 1 padding instead of OAEP. This change enhances the security in storing the password by eliminating the known vulnerability of PKCS 1 padding. You can use the existing configuration files containing passwords, encrypted with PKCS 1, with no changes. You can update the configuration files to re-encrypt the password using OAEP. For information on how to do this, refer to the section Encrypting the Configuration Database Password of the *Management Framework Deployment Guide*.

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The new startup option in the configuration file Configuration Server Section is automatically created when CS is forced to encrypt the database password.

ecryption-padding
Valid Value: OAEP - password is encrypted using OAEP padding
Default: If the password is encrypted, PKCS 1 padding is used
Changes Take Effect: After restart
(MFWK-24175)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.97.

8.5.101.96

Configuration Server Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/20/22	General			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Configuration Server (CS) now connects to DBServer_backup running in primary mode if DBServer_primary is not available. Primary and backup servers must be listed in the CS configuration file. Previously, CS stayed in the loop trying to connect to DBServer_primary and ignored DBServer_backup. (MFWK-24107)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.96.

8.5.101.95

Configuration Server Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/18/22	General			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

When the password for the LDAP account on the Tenant is changed, Configuration Server and Proxies no longer write the new password in the logs. (MFWK-23822)

The Configuration Server Proxy (CSP) startup sequence in primary mode has been modified so that client ports are opened and Running Primary mode is reported to the Management Layer only after all initialization tasks are complete. Initialization tasks include data read, optional Virtual Agent Groups (VAG) calculation, and history log synchronization. Previously, CSP opened client ports and reported Running Primary mode before history log synchronization completion. This could confuse the user by indicating the proxy as fully operational, while initialization tasks were still in-progress. (MFWK-23489)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.95.

8.5.101.94

Configuration Server Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
02/01/22	General			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The json and statistic logs now support the log levels **all**, **debug**, and **trace**, which are set using the **verbose** option in the **log** section. Previously, the statistic log supported only the **all** and **debug** log levels. (MFWK-23938)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.94.

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8.5.101.92

Configuration Server Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/17/21	General			X			X

What's New

This release contains the following new features and enhancements:

- Starting with this release, FlexLM 11.16 is required for Configuration Server and Configuration Server Proxy to function on the Linux platform. (MFWK-23939)

- Support for Oracle Database 19c Client. See the Framework page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported databases. (MFWK-23855)

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Resolved Issues

This release contains the following resolved issues:

Configuration Server Proxy no longer shuts down on login with a forced password change. (MFWK-23928)

In Configuration Server, HDB Object (History Record) table is now purged every 1 hour instead of after every update request. (MFWK-23904)

To optimize read of CfgRoles for person, the new filter "rbac_app_all" (string, empty value) on CfgRole queries now returns a list of all Roles the connected user or delegate account (if specified) is associated with, directly or through access groups. (MFWK-23845)

When an `Alarm Conditions` folder is enabled/disabled, Configuration Server now synchronizes the `isMasked` attribute of the contained Alarm Condition objects with the state. This allows Management Layer to activate/deactivate corresponding alarms. Previously, `isMasked` was synchronized only when Alarm Conditions were enabled/disabled individually. (MFWK-23633)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.92.

8.5.101.89

Configuration Server Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
11/09/21	General			X			X

What's New

This release includes the following new features and enhancements:

- Support for PostgreSQL 13. See the Framework page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported databases. (MFWK-23438)

- Configuration Server (CS) monitoring of DBMS connections for consecutive errors or unresponsiveness is enhanced. If a DBMS connection is unresponsive or reports persistent consecutive errors, CS now attempts to reset the connection. This is particularly useful when CS is used with DBMS features such as Microsoft SQL Server AlwaysOn. (MFWK-21330)

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Resolved Issues

This release contains the following resolved issues:

In case of inoperable or unresponsive DBMS, Configuration Server no longer leaves sockets open in the CLOSE_WAIT state when making multiple attempts to connect to the DBMS. (MFWK-23749).

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.89.

8.5.101.83

Configuration Server Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/30/21	General			X			X

What's New

This release contains the following new features and enhancements:

- Support for Oracle Database 18c Client. See the Framework page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported databases. (MFWK-23720)

Resolved Issues

This release contains the following resolved issues:

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For most Configuration Server clients, the length of the keys (section and option names) in the **Annex** fields of configuration objects is limited to 254 bytes. Configuration Server now properly checks the length of the **Annex** fields and rejects attempts to exceed the character limit. Previously, Configuration Server didn't properly check the length of these fields, limiting them to 255 characters instead. When operating Configuration Server in multi-language mode, entering keys longer than 254 bytes could result in failure of some Genesys applications.

> **Important**
>
> For application options, the limit for section and option names of 64 characters remains unchanged.

(MFWK-23453)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.83.

8.5.101.77

Configuration Server Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/11/21	General			X		X

What's New

This release contains the following new features and enhancements:

- Configuration Server (CS) is enhanced with selective VAG Calculation on Configuration Server Proxies. This feature extends Local VAG calculation on selected Configuration Server Proxies. It enables the limitation of a set of VAGs calculated by a VAG-calculating proxy (that is, a proxy configured with **force-vag-calculation**=true), to a configured subset. For further details, refer to the *Management Framework Deployment Guide*.
  To limit a proxy to calculate only VAGs of a specific cluster:

  1. In the proxy's Application Options, create a section named **vag-clusters**.

  2. Add the option with the cluster name and value true.

     (MFWK-23696)

- Confserv stat logs are configurable via a new Configuration Server option, **x-stat**. Prior to this enhancement, confserv stat logs were generated in the confserv log path. The new configuration option, **x-stat**, specifies the log path for Configuration Server stat logs. If not provided, stat logs are generated in the directory where CS is installed. (MFWK-23674)

- Support for PostgreSQL 12. See the Framework page in the *Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems, browsers, web server applications, and databases. (MFWK-23537)

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Resolved Issues

This release contains the following resolved issues:

The issue with **[security-authentication-rules] object-deletion-rate**, **object-deletion-rate-interval**, **shortcut-remove-restriction-count**, and **shortcut-add-restriction-count** options has been fixed. Previously, these options did not work in the Linux version of Configuration Server. (MFWK-23711)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.77.

8.5.101.72

Configuration Server Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
07/02/21	General			X			X

What's New

- Starting with this release, FlexLM 11.16 is required for Configuration Server and Configuration Server Proxy to function on the Linux platform. (MFWK-23939)

- Configuration Server no longer supports the following operating systems and database:

    - AIX

    - Windows Server 2008

    - Red Hat Enterprise Linux 6.x

    - Solaris

    - DB2

        See the Framework page in the *Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems, browsers, web server applications, and databases. (MFWK-23473)

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Resolved Issues

This release contains the following resolved issues:

UserID is now captured as the user name of the person that made the changes recorded in Configuration Server logs. (MFWK-23615).

Configuration Server/CSP configured for RADIUS external authentication on Linux no longer shuts down unexpectedly or stops performing external authentications, if the number of connected clients (sockets open by the `confserv` process) exceeds 1024. (MFWK-23056, MFWK-23298).

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.72.

8.5.101.60

Configuration Server Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/29/21	General		X	X		X	X

What's New

This release contains the following new features and enhancements:

- Configuration Server is enhanced to keep track of recent user login/authentication failures to generate a standard level log message when the number/rate of failures exceeds the specified threshold. The following events (further denoted as auth events) are tracked:

  - user logins with gui-type applications

  - user authentications, requested by applications

  - user-owned password changes, which require an old password

    You can enable this feature by using the failure-alarm-* options (**failure-alarm-period**, **failure-alarm-count**, **failure-alarm-percent**, and **failure-alarm-percent-threshold**). For information on these new options, refer to the *Configuration Options Reference Manual*.

    (MFWK-22955)

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Resolved Issues

This release contains the following resolved issues:

Configuration Server no longer shuts down when processing an incomplete request to get configuration object data that may be generated by a custom client application or Genesys Administrator when doing extended search for configuration objects. (MFWK-23418)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.60.

8.5.101.58

Configuration Server Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/15/20	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Starting with this release, Configuration Server external authentication uses OpenSSL version 1.1.1 for secure connections to LDAP Servers. Configuration Server continues to use OpenSSL version 1.0.2 for FIPS builds. (MFWK-23209)

Resolved Issues

This release contains the following resolved issues:

Configuration Server no longer shuts down when attempting to connect and authorize a user who is configured for LDAP external authentication (that is, with a non-empty External User ID) if the corresponding Person object contains **gauth_ldap[_<n>]** sections without **ldap-url** options. (MFWK-23240)

Configuration Server 8.5.101.52 to 8.5.101.58 (inclusive) no longer grows in memory during basic usage scenarios due to memory leak. (MFWK-23307)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.58.

8.5.101.56

Configuration Server Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/03/20	General		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issue:

Configuration Server backup and Configuration Server proxies no longer shut down unexpectedly at the same time. This issue occurred when processing a notification for a folder permissions change in objects such as Campaign or Switch. (MFWK-23256)

When a DNS failure occurs during Configuration Server proxy startup, the Configuration Server proxy no longer repeats connection attempts to the master Configuration Server immediately. The Configuration Server honors the default reconnect timeout value, which is set to 10 seconds. Previously, there was a high rate of reconnect attempts from the Configuration Server proxy to the master Configuration Server during initial bootstrap. (MFWK-23218)

If an object is requested by type and DBID with a specified delegate account, permissions validation of the delegate account is no longer bypassed. Previously, the object was returned even if the delegate account did not have the required permissions to retrieve the object. (MFWK-23039)

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When processing a string during UTF8 to UCS2 conversion, `mssql dbclient` no longer adds an extra byte. (MFWK-23201)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.56.

8.5.101.55

Configuration Server Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/01/20	General		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Configuration Server now applies the default values of the **audit-expiration** and **audit-max-records** options when the **history-log** section is absent. Previously, the Master Configuration Server did not apply the default values of these two options when the **history-log** section was absent in both the `cfg/conf` file and the application configuration object. Configuration Server failed to truncate the history log in the database, accordingly. (MFWK-23196)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.55.

8.5.101.54

Configuration Server Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/04/20	General		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

An attempt to create or change VAG with the script MediaType=<existing media type> no longer causes Configuration Server to shut down unexpectedly. Configuration Server now rejects any attempt to create or change VAG with the CFGValueOutOfRange error 'Script expression is not valid'. (MFWK-22842)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.54.

8.5.101.51

Configuration Server Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/31/20	General		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

As of November 03, 2020, the fix description for this issue, MFWK-23039, was removed from this Release Note. The issue was found to reoccur and is fixed in release 8.5.101.56. However, the 8.5.101.51 release is still valid and, if installed, will not cause any other issues. (MFWK-23039)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.51.

8.5.101.50

Configuration Server Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/26/20	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Configuration Server now supports:

  - Oracle 19c database with Oracle client 12.x. You can choose to use the alternative version of Oracle client as described in the Database Connectivity Guide.

  - Oracle 19c RAC database. See the Framework page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported databases.

    (MFWK-22454)

- Support for the Red Hat Enterprise Linux AP 8 and virtualization (KVM) in Red Hat 8 operating system. See the Framework page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems. (MFWK-22397)

- Support for MS SQL Server 2019 on Windows and Linux, and with optional use of ODBC 13 client on Windows. See the Framework page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported databases. (MFWK-21777)

- Master Configuration Server now supports optional restrictions on a number of linked items that can be added/removed from properties of configuration objects in a single request. This applies to changes in Agent Group, Place Group, Access Group, Place, DN Group, and Folder objects that have fields linking other objects there. (MFWK-22935)

- Configuration Server Proxy (CSProxy) now provides local redundancy against prolonged failure/

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unavailability of the master Configuration Server. This allows you to start/restart local CSProxy using configuration database in read-only mode. If you activate this mode, it will:

- Provide automated fallback to the Configuration Server Proxy startup process to use configured persistent storage when the master Configuration Server isn't available after a number of tries.

- Ensure that the Configuration Server Proxy is still able to start up and serve its clients with the last known configuration.

  For further details, refer to Deployment Guide. To enable this feature, start Configuration Server Proxy with the command-line option **-proxy-persistent-mode**. The other related options are:

- **backupmode-restart**
- **db-persistent-failover-tmout**
- **-cs-persistent-failover-tmout**

  (MFWK-22656)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.50.

8.5.101.49

Configuration Server Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/08/20	General		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

- Forced password change upon user login (due to explicit password reset or password expiration) is now delayed in cases when data change is temporarily impossible because of reasons, such as:

  - Master Configuration Server (CS) switched to read-only mode

  - Disconnected from DBMS

  - Proxy disconnected from Master

    In such cases the user is allowed to log in using the old password without changing it. The user is requested to change password upon the next login when data change is possible.

- User password change, both forced upon login and voluntary with "Change Password" UI functions, is now possible through a read-only CS proxy. This does not apply to regular Person object change

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requests, containing password change.
(MFWK-21735)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.49.

8.5.101.48

Configuration Server Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/27/20	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Configuration Server supports Server Name Indication (SNI) extension in TLS handshake. To supply the SNI name for external LDAP authentication, set the **tls-target-name** option in the **gauth_ldap** section. For information on TLS SNI Extension Support, see the *Security Deployment Guide*. (MFWK-22822)

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> **Important**
> **tls-target-name** should not be an IP address.

Resolved Issues

This release contains the following resolved issues:

Configuration Server now correctly processes all requests from SOAP clients. Previously, Configuration Server intermittently terminated while processing SOAP requests. The problem was introduced in 8.5.101.38. (MFWK-22823)

Important

The SOAP interface is deprecated in Configuration Server.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.48.

8.5.101.47

Configuration Server Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/28/20	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Configuration Server in Proxy Mode now supports deployment when a dedicated instance of a proxy is being used to calculate Virtual Agent Group (VAG) membership and distribute updates to certain Genesys applications that require this information. This deployment mode can be used to disable VAG calculation on the master Configuration Server to reduce the load and optimize processing time. Review the Deployment Guide for supported scenarios and applications that can be deployed behind VAG-calculating Configuration Server proxy. (MFWK-22658)

Resolved Issues

This release contains no resolved issues.

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.47.

8.5.101.46

Configuration Server Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/31/20	General		X	X	X	X

What's New

This release contains the following new feature and enhancement:

- Configuration Server now prints the connection status with the database, master Configuration Server, and peer Configuration Server Proxy in the statistics log file. The statistics log is enabled when the **[log].x-stat-print-interval** option is set to a valid value. (MFWK-22529)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.46.

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Supported Languages

See Release 8.5.x Translation Support.

8.5.101.42

Configuration Server Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/06/19	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Master Configuration Server now allows you to restrict the number of shortcuts that can be deleted from a group object (Agent Group, Place Group, Access Group, and DN Group) per change request. Use the following configuration options to specify the maximum number of shortcut objects that can be deleted or to disable the feature:

  - **shortcut-remove-restriction-count**

  - **override-shortcut-remove-restriction**

    These options must be configured in the **[security-authentication-rules]** section at Tenant- or User-level. If the options are configured in both levels, then the options set at the User-level override Tenant-level options. (MFWK-22564)

- Configuration Server external authentication now uses OpenSSL version 1.0.2s on Windows and Linux operating systems, and OpenSSL version 1.0.2r on AIX and Solaris operating systems. (MFWK-22507)

- A new configuration option, **[log].x-stat-print-segment** specifies the segmentation limit for the statistics log file. (MFWK-22464)

- Master Configuration Server now allows you to restrict the number of configuration objects that can be deleted within a particular time period for a user account (except Super Administrator). This feature prevents the users from inadvertently deleting bulk of objects.
  Use the following configuration options to specify the deletion rate and interval, or to disable the feature:

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- **object-deletion-rate**

- **object-deletion-rate-interval**

- **override-object-deletion-rate**

    These options must be configured in the **[security-authentication-rules]** section at Tenant- or User-level. If the options are configured in both levels, then the options set at the User-level override Tenant-level options. (MFWK-22255)

- Configuration Server now prohibits users from disabling the **default** user. Additionally, the users cannot delete the default user as per the existing Configuration Server security policies. (MFWK-22254)

    For more information about the configuration options, see *Framework 8.5 Configuration Options Reference Manual*.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.42.

Supported Languages

See Release 8.5.x Translation Support.

8.5.101.41

Configuration Server Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/12/19	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- After the authentication queue limit reaches the configured value in the authentication-queue-threshold option, Configuration Server accepts LDAP login requests, but only after the queue size is reduced by 10% below the configured queue threshold value. (MFWK-22311)

- Configuration Server now caches the LDAP credentials for the time interval configured in the ldap-cache-time and ldap-negative-cache-time options. (MFWK-22201)

Resolved Issues

This release contains no resolved issues.

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.41.

Supported Languages

See Release 8.5.x Translation Support.

8.5.101.38

Configuration Server Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/27/19	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Configuration Server now allows you to selectively delay the data reload performed by multiple Configuration Server proxies while attempting to reconnect to the master Configuration Server after a previously failed attempt. This feature helps to avoid concurrent data reloads by retaining some Configuration Server Proxies in operation (in read-only mode) while other proxies are reloading data, thereby preventing overload of the master Configuration Server. The new configuration options, delay-reload and delay-reload-backup, can be used to enable this feature and configure the reload delay period for the primary and backup master Configuration Server and proxies, respectively. For more information, see *Framework Deployment Guide*. (MFWK-21414)

- Configuration Server now collects statistics on its operation, such as the current operating mode, the total number of clients connected, request processing time, and the application name, and periodically prints it to a separate log file. The statistics are collected on the application, reactor (CfgLib only), and client levels. You can enable this feature by configuring the statistics printout interval using the new configuration option, x-stat-print-interval. (MFWK-20979)

- When the Configuration Server instances have multiple listening ports, you can now configure both primary and backup instances of Configuration Server or Configuration Server Proxy to select ports consistently based on the listening port ID or the **HA Sync** attribute. You can enable this feature using the new configuration option, consistent-port-selection. (MFWK-20945)

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Resolved Issues

This release contains the following resolved issue:

Configuration Server Proxy now properly reconnects to the master Configuration Server after multiple master Configuration Server switchovers. Previously, Configuration Server Proxy, which was initially connected to a non-default master port, failed to reconnect to the master Configuration Server after two consecutive switchovers and tried to connect to the former backup Configuration Server. (MFWK-21226)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.38.

Supported Languages

See Release 8.5.x Translation Support.

8.5.101.37

Configuration Server Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/27/19	General		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Configuration Server no longer terminates unexpectedly after processing a request to search for configuration objects using a wildcard pattern containing an asterisk (*) character followed by a string that is longer than 256 bytes. (MFWK-22191)

The encoding scheme of the **cfgservermetadata.xml** file is now set to UTF-8 by default. Previously, the encoding scheme of this file was incorrectly set to UTF-8 BOM, resulting in a connection error between Genesys Administrator and Configuration Server. (MFWK-22126)

When a Business Attribute Value referenced in an Objective Table is deleted, only the Business Attribute Value is now deleted while the Objective Table remains intact. Previously in this scenario, the Objective Table had disappeared after Configuration Server restart or data re-read operation.

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(MFWK-17654)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.37.

Supported Languages

See Release 8.5.x Translation Support.

8.5.101.36

Configuration Server Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/30/19	General		X	X	X	X

What's New

This release contains the following new features or enhancements:

- The maximum number of login requests that can be enqueued on the LDAP authentication queue is now limited to 1000 by default. After the limit is reached, all subsequent login requests will be rejected. You can edit the queue length using the authentication-queue-threshold option. (MFWK-22004)

- Support for the Microsoft Hyper-V Server 2019 virtualization platform. See the Framework page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported virtualization platforms. (MFWK-21881)

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Resolved Issues

This release contains the following resolved issue:

The backup Configuration Server and Configuration Server Proxy now operate normally when multiple locales are present in the configuration database in the single-language mode. Previously in this scenario, the backup Configuration Server and Configuration Server Proxy had failed to start. (MFWK-22000)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.36.

Supported Languages

See Release 8.5.x Translation Support.

8.5.101.33

Configuration Server Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/26/19	General		X	X	X	X

What's New

This release contains the following new feature and enhancement:

- Support for the Windows Server 2019 operating system. See the *Framework* page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems. (MFWK-21880)

- When changing the account password, Configuration Server now locks an account if a user enters an incorrect old password consecutively until the lockout threshold specified by the **[security-authentication-rules].account-lockout-threshold** option is reached. See *Framework Configuration Options Reference Manual* for more detailed information about the **account-lockout-threshold** option. (MFWK-21764)

- On Linux and Windows, Configuration Server now supports SQL Server Authentication to connect to an MS SQL Database by using Data Source Name (DSN). See the Microsoft SQL Server Databases page in the *Framework Database Connectivity Reference Guide* for more detailed information about SQL Server Authentication. (MFWK-21492)

- The performance of Configuration Server during a switchover is improved by allowing the backup Configuration Server to start accepting new client connections faster. Also, to avoid restarting Configuration Server manually upon a switchover, the automated failover procedure for Configuration Server now checks the backupmode-restart option to ensure that the backup Configuration Server has restarted automatically after the switchover to the backup mode. (MFWK-20810, MFWK-18358)

- Configuration Server now accepts a value greater than 9999 for the server port and management port parameters. (MFWK-18395)

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Resolved Issues

This release contains the following resolved issues:

The **gauth_ldap_tls10ssv3.dll** file that provides backward compatibility to TLS 1.0 is now working as expected. Previously, Configuration Server could not load the LDAP library when using this DLL file. (MFWK-21962)

A spacing error in the following event message has been corrected: **Password will expire in X days. Please change password to continue.** (MFWK-21691)

When multiple transactions are in progress during the switchover, the probability of the new primary Configuration Server to reload the data has been reduced. (MFWK-21530)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.33.

Supported Languages

See Release 8.5.x Translation Support.

8.5.101.32

Configuration Server Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/26/19	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Configuration Server now supports indefinite locking of an account when a user repeatedly enters incorrect authentication credentials. To enable this functionality, set the **[security-authentication-rules].account-lockout-mode** option to 1 at Tenant-level. The administrator can unlock the account manually by:

  - Changing the password for the user.

  - Enabling force password reset for the user.

  - Setting the **[security-authentication-rules].account-override-lockout** option to true at User-level, which overrides the account lockout for that user.

    For more information about the **account-lockout-mode** and **account-override-lockout** options, see *Framework 8.5 Configuration Options Reference Manual*. (MFWK-21594)

- Support for Oracle 18c database with Oracle client 12.x. You can choose to use the alternative version of Oracle client as described in the *Database Connectivity Guide*. (MFWK-21732)

- As of 05/28/2019, Configuration Server supports Oracle 18c RAC database. (MFWK-21747)
  See the *Framework* page in the *Genesys Supported Operating Environment Reference Guide* page for more detailed information and a list of all supported databases.

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.32.

Supported Languages

See Release 8.5.x Translation Support.

8.5.101.31

Configuration Server Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/26/19	General		X	X	X	X

What's New

This release contains the following new feature and enhancement:

- The **[security-authentication-rules].password-no-repeats** option now supports a maximum value of 30. (MFWK-21590)

Resolved Issues

This release contains the following resolved issues:

Configuration Server now properly handles the request from an application containing valid object updates along with invalid instruction to change the Person configuration object type from agent to non-agent. Now, Configuration Server applies only the valid changes in the object and distributes correct notification. Previously, Configuration Server generated incorrect object change notifications for these objects, and this resulted in applications, including Configuration Server proxies, getting outdated data for these objects. (MFWK-21541)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.31.

Supported Languages

See Release 8.5.x Translation Support.

8.5.101.30

Configuration Server Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/28/19	General		X	X	X	X

What's New

This release contains the following new feature and enhancement:

- The following Log Events related to read access activities have been enhanced with additional information, such as the username, IP address of host, client socket number, application name, and application type:
    - **21-22121 [+] show details**

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Text	Extended info : Client [socket number] authorized, name [application name], type [application type], user name [user name], protocol [protocol], address [IP address:port number]. Authentication type : [authentication mode].
New Attribute	[IP address:port number] The IP address of host server.
Description	Configuration Server has authorized the

	specified client.

- **21-22122 [+] show details**

Text	Client [socket number] failed to get authorization. Name [application name], type [application type], user [user name], address [IP address:port number]. Reason : [error].
New Attribute	[IP address:port number] The IP address of host server.
Description	The specified client has failed Configuration Server authorization.

- **21-24200 [+] show details**

Text	Object: [object type], name [object name], DBID: [database ID] is created by client [socket number], type [application type], name: [application name], user: [user name].
New Attribute	[socket number] The number of the client socket.
Description	Reports that a user of the specified application has created a new configuration object.

- **21-24201 [+] show details**

Text	Object: [object type], name [object name], DBID: [database ID] is changed by client [socket number], type [application type], name: [application name], user: [user name].
New Attribute	[socket number] The number of the client socket.
Description	Reports that a user of the specified application has modified a configuration object.

- **21-24202 [+] show details**

Text	Object: [object type], name: [object name], DBID: [database ID] is deleted by client [socket number], type: [application type], name: [application name], user: [user name].
New Attribute	[socket number] The number of the client socket.
Description	Reports that a user of the specified application has deleted a configuration object.

- **21-24203 [+] show details**

Text	Object: [object type], name: [object name], DBID: [database ID] access is changed by

	client [socket number], type: [application type], name: [application name], user: [user name].
New Attribute	[socket number] The number of the client socket.
Description	Reports that a user of the specified application has changed the object access.

- **21-24204 [+] show details**

Text	Object: [object type], name: [object name], DBID: [database ID] access is changed by client [socket number], type: [application type], name: [application name], user: [user name].
New Attribute	[socket number] The number of the client socket.
Description	Reports that a user of the specified application has changed the object account.

- **21-24215 [+] show details**

Text	There are [number] objects of type [object type] sent to the client [socket number] (application [application name], type [application type] user: [user name], address [IP address:port number]).
New Attributes	[user name] Name of the user who requested for object information. [IP address:port number] The IP address of host server.
Description	Reports information about objects transmitted to the client.

- **21-24300 [+] show details**

Text	Extended info : New client [socket number] connected, protocol [protocol], address [IP address:port number].
New Attribute	[IP address:port number] The IP address of host server.
Description	A new client application is connected to Configuration Server.

- **21-24301 [+] show details**

Text	Extended info : Client [socket number] disconnected, application [application name], type [application type], protocol [protocol].

New Attributes	None
Description	The client application has disconnected from Configuration Server.

Resolved Issues

This release contains the following resolved issues:

Configuration Server no longer terminates unexpectedly while reloading the schema. (MFWK-21394)

Configuration Server no longer terminates when dbclient returns an error while loading binary large object (BLOB) data that is greater than 10 MB from the **CFG_HDB_OBJECT** table. Now, Configuration Server skips reading the history record from the **CFG_HDB_OBJECT** table and issues a warning log message. (MFWK-21386)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.30.

Supported Languages

See Release 8.5.x Translation Support.

8.5.101.29

Configuration Server Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/31/19	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Configuration Server external authentication now uses OpenSSL version 1.0.2q for secure connections to LDAP Servers.

- Configuration Server now includes support for a generic **Linux** OS type when defining the host objects. To utilize this functionality, you must use Configuration Database 8.5 and upgrade to latest locale definitions as described in Updating Configuration Definitions. The version of updated locale is 8.5.000.11 and is included in the Configuration Server Installation Package starting from this version.

Resolved Issues

This release contains the following resolved issues:

Configuration Server no longer terminates unexpectedly when it is started with the **-dumpauditxml** parameter. Previously, this happened only in rare cases. (MFWK-21393)

Configuration Server now uses RSA cryptosystem with key length 2048 when encrypting the configuration database password. (MFWK-21275)

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This release of Configuration Server fixes the issues identified by Optiv source code analysis. (MFWK-21274)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.29.

Supported Languages

See Release 8.5.x Translation Support.

8.5.101.28

Configuration Server Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/30/18	General		X	X	X	X

What's New

This release contains the following new features or enhancements:

- Support for the following operating systems:

  - Oracle Linux 7 with Unbreakable Enterprise Kernel (UEK) 4.x

  - SUSE Linux Enterprise 12

    See the *Framework* page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems.

> **Important**
>
> For Oracle and SUSE Linux operating systems, select **RedHat Enterprise Linux** as host OS type while creating a host object in Genesys Administrator or Genesys Administrator Extension.

- Configuration Server now supports FIPS 140-2 compliance for authentication using LDAP. For more information, see Enable FIPS 140-2 compliance.

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- Staring with this release, Configuration Server supports installation on all minor releases of Red Hat Enterprise Linux 7.x operating system.

Resolved Issues

This release contains the following resolved issues:

Configuration Server no longer terminates unexpectedly upon startup if the **Description** field in a predefined object (such as Alarm Condition or Time Zone) is cleared. (MFWK-21190)

Configuration Server now updates the correct username in the history logs when a user makes configuration changes through a writable Configuration Server Proxy. Previously in this scenario, Configuration Server incorrectly updated the username as "default". (MFWK-20585)

Configuration Server running in backup and proxy mode can now automatically recover from situations when the master server stops sending data while this instance is starting or reloading from it. Previously in this scenario, the server may get stuck and requires a restart (after master server restored its operation or network connection recovered).

To adjust timeout after which the server considers the master server as non-responsive, use the **primary-master-response-timeout** option in the main section of the configuration file used by each master Configuration Servers in the High Availability pair (for example, the **[confserv]** section in **confserv.cfg** for server configured as "confserv"), or use the command line option **-primary-master-response-timeout** <value_in_secounds> when starting Configuration Server in proxy mode. By default, the server considers master server as non-responsive during load/reload phase in 600 seconds.
(MFWK-18844)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.28.

Supported Languages

See Release 8.5.x Translation Support.

8.5.101.26

Configuration Server Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/28/18	General		X	X	X	X

What's New

This release contains the following new feature or enhancement:

- Configuration Server now supports selecting objects using their DBIDs, according to the delegated user permission while passing the delegate_dbid and delegate_type filters. This enhancement is done for the Pulse application needs starting from Pulse 9.0.002.xx release.

Resolved Issues

This release contains the following resolved issues:

With certain databases such as MS SQL, Configuration Server in the single-language mode with multibyte locales (such as Japanese) had failed to save long (>254 bytes) values of application options or object annex entries, which contained multiple multibyte characters with 0x27 and 0x60 bytes as trailing bytes. In this scenario, Configuration Server now stores the whole string correctly in the database. Previously, an error was generated stating that the string was too long and would be truncated. (MFWK-20647)

Configuration Server now updates the **force-offline** option correctly restricting it to master Configuration Server object only. Previously, the option was allowed to add to other Configuration

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Server type application object, and if any application object was deleted and update request came for the deleted application object, then this lead to unexpected termination of Configuration Server. (MFWK-20575)

When using Kerberos/GSS authentication, Configuration Server now releases file handles when authentication is complete. Previously, the file handles were not released, which caused the maximum number of handles to be reached, after which authentication requests were denied. (MFWK-19890)

When changing permissions of container objects, if any access group allows propagation of a certain permission, this permission now propagates correctly without revoking the affected objects from the connected clients. Previously, if a permission change on a container object resulted in access groups having unequal permission propagation setting—for example, the **Propagate** setting was disabled for EVERYONE group and it was enabled for the SYSTEM group—the containing objects unexpectedly disappeared from the view of the connected clients. (MFWK-18269)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.26.

Supported Languages

See Release 8.5.x Translation Support.

8.5.101.25

Configuration Server Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/31/18	General		X	X	X	X

What's New

This release contains the following new features or enhancements:

- Staring with this release, Configuration Server requires LDAP server to operate at minimum TLS version 1.1 for a successful connection. TLS version 1.2 is also supported. If your LDAP environment does not meet these requirements and is unable to operate at TLS 1.1 or TLS 1.2, Genesys provides an alternative implementation to use the legacy TLS protocols. To use the legacy TLS protocol:
  - In Windows, rename the following files:
    - **gauth_ldap_tls10ssv3.dll** to **gauth_ldap.dll**
    - **gauth_ldap_tls10ssv3.pdb** to **gauth_ldap.pdb**
  - In UNIX/Linux, rename the following files:
    - **libgauth_ldap_tls10ssv3_32.so** to **libgauth_ldap_32.so**
    - **libgauth_ldap_tls10ssv3_64.so** to **libgauth_ldap_64.so**

  Ensure to take a backup of the existing files: **gauth_ldap.dll** and **gauth_ldap.pdb** in Windows or **libgauth_ldap_32.so** and **libgauth_ldap_64.so** in UNIX/Linux.

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Resolved Issues

This release contains the following resolved issue:

Log library now applies the **reconnect-timeout** and **reconnect-attempts** options set in all Message Server application objects. Configuration Server attempts to reconnect with each Message Server according to the configured **reconnect-attempts** value for the set timeout period. Previously, Configuration Server tried to reconnect with Message Server HA pair alternately every second. (MFWK-18806)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.25.

Supported Languages

See Release 8.5.x Translation Support.

8.5.101.24

Configuration Server Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/10/18	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Starting with this release, Configuration Server can utilize User Principal Name (UPN) usernames for Kerberos external authentication.

- Configuration Server now uses extended retention policies for audit records that are stored in the database. Audit records of a maximum of 100 thousand entries can be stored by Configuration Server for up to 1 year. Configuration Server cleans up the history records every 30 minutes. The configuration options audit-expiration and audit-max-records are introduced for this feature.

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.24.

Supported Languages

See Release 8.5.x Translation Support.

8.5.101.23

Configuration Server Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/10/18	General		X	X	X	X

What's New

This release contains the following new features or enhancements:

- Starting with this release, there are no Visual Studio redistributable packages associated with Visual Studio 2005 for 64-bit executables.

Resolved Issues

This release contains the following resolved issues:

When using Kerberos external authentication, Configuration Server now releases file handles when authentication is complete. Previously, the file handles were not released, which caused the maximum number of handles to be reached, after which authentication requests were denied. (MFWK-19890)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.23.

Supported Languages

See Release 8.5.x Translation Support.

8.5.101.22

Configuration Server Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/08/18	General		X	X	X	X

What's New

This release contains the following new features or enhancements:

- Support of MS SQL Always On with MultiSubnet Listener for disaster recovery and business continuity scenarios involving the Configuration Database. This support is enabled using the following configuration option, set in the Configuration Server configuration file.

    [<Configuration Database section>]

    mssql-multisubnet

    Default Value: No

    Valid Values: Yes, No

    Changes Take Effect: At restart of Configuration Server

    Enables multi-subnet failover using MS SQL 2016 and later for disaster recovery and business continuity scenarios involving the Configuration Database. When set to Yes, subnet failover is supported; when set to No, subnet failover is not supported.

    For more information about this feature and the new option, refer to MS SQL Always On with MultiSubnet Listener in the *Framework Database Connectivity Reference Guide*.

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- The performance of the audit process has been improved when collecting audit records from larger databases. A filter has also been added to extract records from a large set of results.

- To support MS SQL Server Native Client 11.0 on Windows, an alternate version of the **dbclient_mysql** file is provided in the **dbclient_next** subfolder. During installation, you must take a backup of the default version of the **dbclient_msql** file from the default installation folder and replace it with the **dbclient_msql** file from the **dbclient_next** folder, and then restart the application.

Resolved Issues

This release contains the following resolved issues:

The Configuration Server Application Template now correctly contains default options. Previously, there was an error in the metadata file that contained the default options, and Genesys Administrator was unable to load the file. As a result, no options appeared in the Template. (MFWK-20192)

In a distributed Configuration Server environment, the master Configuration Server no longer terminates unexpectedly when it does not receive a response from the Configuration Database within the time specified by the **[<Configuration Database section>].response-timeout** option. Instead, Configuration Server attempts to restore the connection, and cancels any uncompleted requests.

Previously in this scenario, if a large number of submitted requests remained in the queue waiting for a response, a database restart caused the connection between Configuration Server and the database to be lost, after which Configuration Server sometimes terminated unexpectedly.

(MFWK-19364)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.22.

Supported Languages

See Release 8.5.x Translation Support.

8.5.101.21

Configuration Server Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/08/18	General		X	X	X	X

What's New

This release contains the following new features or enhancements:

- A new Configuration Server option, **[system].skip-annex-validation**, enables the server to skip all or some validation of changes in the Annex of a configuration object. If you are using Genesys Interaction Routing Designer (IRD) and you are unable to edit Business Process or other objects in IRD, you might need to set this new option to 1.

  skip-annex-validation

  Default Value: 0 (zero)

  Valid Values: 0 (zero), 1, 16

  Changes Take Effect: Immediately

  Specifies if Configuration Server validates the Annex of an object, checking for an empty or duplicate object section. By default, Configuration Server performs a full validation and rejects modifications that can potentially affect data integrity or cannot be displayed properly by Genesys Administrator.

  Valid values are:

- 0 (zero, the default)—Full validation is performed, and changes are rejected if an empty section and/or a duplicate section are found.

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- 1—Partial validation is performed, and changes are rejected if a duplicate section is found.

- 16—Disables validation completely.

> ## Warning
> Set this option to 16 only when requested by Customer Care.

- The Framework Deployment Guide now includes separate lists of minimum database privileges for deploying and for accessing the Configuration Database and the Log Database.

Resolved Issues

This release contains the following resolved issues:

During upgrade, switchover between Configuration Servers 8.1.3 and 8.5.1 now occurs as expected when the Configuration Database contains a large amount of history records and the backup Configuration Server 8.5.1 loses and then restores its connection to the primary Configuration Server 8.1.3. Previously in this scenario, the switchover sometimes failed. (MFWK-19892)

Configuration Server can now be configured to skip a full validation of changes in the Annex of a configuration object, using the new option skip-annex-validation. (MFWK-19860)

When using LDAP external authentication, clients that cannot be authenticated now terminate with an error message if LDAP is not configured correctly. Previously in this scenario, the unauthenticated clients just stopped responding. (MFWK-19601)

When using LDAP external authentication, an External ID is not required for a Person object to bypass external authentication when enforced at the tenant level. Setting authentication type as internal in the Person object will authenticate the user internally. Previously, configuring External ID in this case caused LDAP to stop functioning. (MFWK-19343)

The Configuration Database multi-language initialization script can now be executed successfully on the MS SQL server with collation set to the following:

`Latin1_General_100_CI_AS_KS_WS_SC`

(MFWK-19331)

Configuration Server Proxy now reconnects to the master Configuration Server port that it was connected to before the connection was lost. Previously, when connected to a master server that has several listening ports, the proxy server was attempting to reconnect to any of those configured ports in a random order. (MFWK-17094)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.21.

Supported Languages

See Release 8.5.x Translation Support.

8.5.101.20

Configuration Server Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/27/18	General		X	X	X	X

What's New

This release contains the following new features or enhancements:

- Support of optional transaction serialization. This feature can be used in the following scenarios:

  - The use of custom (non-Genesys) applications that make frequent changes in the configuration.

  - Server-side throttling of change requests at a certain rate during bulk update operations to avoid having notifications overwhelm Configuration Server and its clients.

    For more information, refer to the Transaction Serialization section of the *Framework Deployment Guide*.

- Limiting the number of Configuration Server proxies reloading configuration data simultaneously. This feature can be used in the following scenarios:

  - Making sure that the pool of Configuration Server Proxies for agent-facing applications always has servers that are ready to respond to client requests during system-wide reload or resynchronization of configuration data.

  - Reducing the stress on the master Configuration Server during its restart in environments where a large number of Configuration Server Proxies are deployed.

- Support for the following new DBMS vendor clients:

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- Microsoft SQL client software on Linux and Windows with support for MSSQL Server 2017

- Oracle 12.1 client software on Linux and Windows

- PostgreSQL 10.1 client software on Linux and Windows

   Refer to the DBMS-specific topic in the "Environment Settings" section of the *Framework Database Connectivity Reference Guide* to use the alternate dbclient.

Resolved Issues

This release contains the following resolved issues:

Configuration Server can now handle situations where a custom application is used to submit change requests without handling confirmations of previous changes. Previously, data corruption sometimes occurred.

> **Important**
>
> This is not an issue if the **serialize-write-transactions** option is enabled.

(MFWK-17369)

Configuration Server now correctly handles the scenario where if a configuration change is made while another instance of Configuration Server Proxy and/or the master Configuration Server master in backup mode is starting up or reloading data. Previously in this scenario, the Configuration Server instance sometimes received incomplete data or terminated unexpectedly and had to be restarted.

> **Important**
>
> This is not an issue if the **serialize-write-transactions** option is enabled.

(MFWK-15618)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.20.

Supported Languages

See Release 8.5.x Translation Support.

8.5.101.19

Configuration Server Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/05/18	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

When Configuration Server is started with the `-dumpauditxml` parameter to export History Log records to an XML file, it no longer purges records that exceed the values of either the **expiration** (maximum 30 days) or **max-records** (maximum 1000 records) configuration options. Previously, history log records were purged in accordance with these options when exporting History Log data. (MFWK-19072)

Configuration Server now rejects attempts to create configuration option sections that have names with trailing spaces (including blank section names) in the Annex of configuration objects. These names, while prohibited by Genesys Administrator, Genesys Administrator Extension, and Configuration Manager, were previously entered using PSDK–based applications, and sometimes violated the uniqueness constraint when updating configuration object options later. (MFWK-18747)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.19.

Supported Languages

See Release 8.5.x Translation Support.

8.5.101.18

Configuration Server Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/22/17	General		X	X	X	X

What's New

This release contains the following new features or enhancements:

- Support for the CentOS Linux 7 operating system.

- Support for Oracle 12c R2 and Oracle 12c R2 RAC databases on Linux and Windows. For more information, refer to Oracle Databases page of the *Framework Database Connectivity Reference Guide*.

    See the Framework page of the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported databases and operating systems.

Resolved Issues

This release contains the following resolved issues:

The misspelled word in the following error message has been corrected: **Password is inconsistent. Password length does not satisfy security configuration.** (MFWK-18763)

An instance of Configuration Server in backup and proxy modes can now handle unstable network conditions when it tries to restore its sessions with other Configuration Server instances. Previously in this scenario, the instance tried to reconnect but sometimes was unable to complete the attempt, did

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not make any more attempts, and remained disconnected until restarted.

Note: As part of resolving this issue, the **cfglib-conn-async-tmout** option was deemed to be obsolete and is replaced by the new **cfglib-connect-tmout** option. Refer to the *Framework Configuration Options Reference Manual* for details.

(MFWK-17120)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.18.

Supported Languages

See Release 8.5.x Translation Support.

8.5.101.17

Configuration Server Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/10/17	General		X	X	X	X

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

When the backup master Configuration Server reconnects to the primary server after being frequently disconnected (because of expiry of the ADDP timeout) while loading history records, the backup server now loads and synchronizes the history data and opens the management port. Previously in this scenario, the backup Configuration Server did not load the history records, so they were not re-synchronized. (MFWK-19066, MFWK-18941)

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Virtual Agent Group (VAG) members are now updated after a switchover between primary and backup Configuration Server. Previously in this scenario, VAG members were not updated and the contents of the group remained static. This problem first occurred in Configuration Server 8.5.101.13. (MFWK-19052)

The primary master Configuration Server no longer terminates when synchronizing data with the backup master Configuration Server shortly after the connection between them is restored.

Previously in this scenario, the primary master Configuration Server tried to access memory beyond the allocated buffer space, causing the server to terminate unexpectedly. (MFWK-18955)

When using RADIUS external authentication, Configuration Server no longer terminates unexpectedly when the attributes of the user's `Reply Message` or the `State` attribute string contain more than 128 characters. Now, any additional characters (past the 128th character) are truncated by Configuration Server. (MFWK-18654)

Configuration Server now generates `21-22172 Master Configuration Server is fully synchronized in backup mode` when it has properly synchronized the History Log with its HA peer server. Previously, this log event was not generated when LCA performed the switchover on a concurrent start. (MFWK-17669)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.17.

8.5.101.13

Configuration Server 8.5.x Release Notes

9.x **Configuration Server** is part of 9.x starting in 8.5.101.11.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/26/17	General		X	X	X	X

What's New

This release contains the following new feature or enhancement:

- Support for the Microsoft Hyper-V Server 2016 virtualization platform. Refer to the Supported Operating Environment: Display by Product, Operating System, and Other page for more detailed information and a list of all supported virtualization platforms.

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Resolved Issues

This release contains the following resolved issues:

Configuration Server now correctly stores users' changed passwords when users are forced to change their passwords at login. Previously in this scenario, Configuration Server did not store the new passwords in the Configuration Database, so that every time a user tried to log in again, the new password was rejected and they could log in only using their old password, after which they were prompted to change their password. (MFWK-18928)

Configuration Server no longer writes log file header information continuously to its logs. Previously, this continuous logging caused Configuration Server to use 100% of the CPU. (MFWK-18712)

Configuration Server now prevents an authentication token from being validated and the user authenticated for a time longer than originally intended, in the following scenario:

1. The system (server) and client times are synchronized.

2. The client generates an authentication token valid for a set time interval; for example, 1:15 to 1:20.

3. The system clock is reset to an earlier time; for example, one hour earlier.

4. The start time of the token is not affected. In this example, the token is still not valid until 1:15.

Previously in this scenario, the time change affected the start time of the token, so the token was valid from the new server time to the token's original end time. In the example above, the token was valid from 12:15 to 1:20. This enabled the token to be validated and used for a longer time than the client (that created the token) had intended. (MFWK-18656)

If a backup Configuration Server, while switching to primary mode, loses its connection with the database and is forced to reload the data during the switchover, all Virtual Agent Groups now appear properly when the connection is restored. Previously in this scenario, in very rare instances, the VAGs appeared to be empty. (MFWK-18652)

Token-based authentication can now authorize a user if Configuration Server is renamed. Previously in this scenario, the user was not authorized, and received an error message that the database was empty. (MFWK-18628)

In the scenario in which one or more Transport Parameters differ between a primary and backup application, if you change any option in the primary application, the Transport Parameters in the backup application are no longer updated with values in the primary application. Previously in this scenario, the backup application was updated with the value of the Transport Parameter in the primary application. (MFWK-18618)

You can now specify a time interval in which Configuration Server, when connecting to DB Server, will wait for a response from DB Server if a TCP response has not been received because of a network issue. To set the time interval, use the **dbserv-conn-async-timeout** configuration option in the Configuration Database section of the Configuration Server configuration file. Previously in this scenario, Configuration Server would wait interminably and eventually stop responding. (MFWK-18463)

Configuration Server now passes the correct status of changes in non-Agent Person objects to its interfaces. Previously, it sometimes passed an invalid status, causing the interface to report the Person as Unknown. (MFWK-16996)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.13.

Supported Languages

See Release 8.5.1 Translation Support.

8.5.101.11

Configuration Server 8.5.x Release Notes

9.x This is the first 9.x release of **Configuration Server**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/22/17	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Support for the Windows 2016 64-bit operating system. See the Supported Operating Environment: Framework page for more detailed information and a list of all supported operating systems.

Resolved Issues

This release contains the following resolved issues:

Configuration Server now correctly calculates the number of concurrent sessions per user when max-account-sessions is configured and a user has made a number of failed authentication attempts. Previously in this scenario, Configuration Server sometimes blocked the user from connecting at some point, even though the number of active sections was within the valid range. (MFWK-18594)

If an Application object for a Genesys process that is connected to Configuration Server gets removed, previous versions of Configuration Server might terminate unexpectedly when the Genesys process disconnects. In this scenario, Configuration Server now displays the error message

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`Application object not found.` Previously, an error message was not generated. (MFWK-18008)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.11.

Supported Languages

See Release 8.5.1 Translation Support.

8.5.101.10

Configuration Server 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/07/17	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- **Improved Connections Between Configuration Servers:** You can now set a timeout for a client to expect a TCP success or failure response from the server to which it is connecting. If the timeout expires, all pending connection requests are cancelled, enabling the connection to be made. Without the timeout, the connecting client might eventually stop trying to reconnect, and then stop responding completely because of network issues. This timeout applies to the following connections:

  - Primary or backup Configuration Server Proxy connecting as a client to primary master Configuration Server

  - Backup master Configuration Server connecting as a client to primary master Configuration Server

  - Backup Configuration Server Proxy connecting as a client to primary Configuration Server Proxy

  To set the timeout, use the new command-line parameter **-cfglib-conn-async-tmout** (default 20 seconds). For the backup master Configuration Server, you can use this command-line parameter or you can set the new option **cfglib-conn-async-tmout** (default 20 seconds) in the configuration file instead. The value of this option overrides that set by the command-line parameter. For more information, refer to the Framework Deployment Guide for the new command-line parameter, or to the *Framework Configuration Options Reference Manual* for the new option.

- **Support for deployment of Genesys Applications in single sign-on environments:** Configuration Server now supports simplified deployment of Genesys Administrative Applications in environments that use single sign-on. Refer to application-specific documentation to determine if the application supports this, and if so, to confirm deployment requirements.

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Resolved Issues

This release contains the following resolved issue:

A master Configuration Server no longer stops responding soon after startup with a newly initialized Configuration Database. Previously in this scenario, if the configuration file contained an invalid option with a key exceeding 64 bytes in length, the server stopped responding shortly after startup. (MFWK-18513)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.10.

Supported Languages

See Release 8.5.1 Translation Support.

8.5.101.08

Configuration Server 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/05/17	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- **Configuration Server Proxy management port support:** You can now specify a default management port (TCP/IP port) on Configuration Server Proxy that management software uses to monitor and control the operation of the proxy server. If the port not specified, management agents cannot monitor and control the operation of Configuration Server Proxy. You cannot set this option to the value specified for the port option. To specify this port, use the following new configuration option in the **[csproxy]** section of the Configuration Server Proxy Application object.

  management-port
  Default Value: No default value
  Valid Values: Any valid TCP/IP port
  Changes Take Effect: After restart

  Specifies the TCP/IP port that management software uses to monitor and control the operation of Configuration Server Proxy. If not specified, management agents cannot monitor and control the operation of Configuration Server Proxy. You cannot set this option to the value specified for the **port** option.

The default management ports specified by the **management-port** options in Configuration Server and Configuration Server Proxy Application objects open just after the components are initialized and just before the following log messages are generated:

- 21-22171 Master Configuration Server is fully operational in primary mode
- 21-22172 Master Configuration Server is fully synchronized in backup mode
- 21-22173 Proxy Configuration Server is fully synchronized with master server

- **Enhanced interoperability between Configuration Server Proxy 8.5 and Configuration Server 8.1.3 during migration:** Configuration Server Proxy 8.5, in both primary and backup mode, can, during migration, start and operate against Configuration Server 8.1.3. The proxy server can add,

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update, and modify the data as required.

Resolved Issues

This release contains the following resolved issues:

If an error occurs on the connection between the backup Configuration Server and the Configuration Database while the backup server is switching to primary mode, the backup Configuration Server now completes the switchover and properly reloads the data. Previously in this scenario, the switch to primary mode was successful but the data was sometimes not loaded correctly, leaving the user with a clean (i.e. empty) data set. This situation sometimes occurred when, for example, the connection to the database was lost prior to the switchover, but the connection loss was not detected. (MFWK-18407)

A backup Configuration Server Proxy now reconnects properly to the primary proxy server after it loses connection to both the master Configuration Server, from which it is waiting to retrieve data, and the primary proxy server at the same time. Previously in this scenario, the backup proxy server would not try to reconnect to its primary proxy server. (MFWK-18397)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.08.

Supported Languages

See Release 8.5.1 Translation Support.

8.5.101.07

Configuration Server 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/05/17	General		X	X	X	X

What's New

This release contains the following new feature or enhancement:

- **Keep-Alive mechanism for LDAP external authentication:** You can increase the robustness of the external authentication connection by enabling this Keep-Alive mechanism (where supported by the operating system). For more information about this new functionality, refer to "Network Connectivity Options for LDAP" in the *Framework External Authentication Options Reference Manual*.

- Support for Microsoft SQL Server 2016 database. See the Framework page of the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported databases.

Resolved Issues

This release contains the following resolved issues:

Configuration Server can now handle a message that is received in an incorrect format, and no longer terminates unexpectedly as a result. (MFWK-18713)

When Configuration Server restarts, it now reads the log options set in its Application object. Previously in this scenario, it ignored the log options set in its Application object and read the log options in its configuration file. (MFWK-18270)

When the URL of an LDAP Server is is specified using incorrect syntax in the **ldap-url** option in

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[gauth_ldap] and **[gauth_ldap-<n>]** sections, Configuration Server now rejects this value and continues to use the previous value (if available). Previously in this scenario, Configuration Server sometimes tried to connect to the LDAP Server on the localhost instead. (MFWK-18242)

When using LDAP external authentication, CPU usage by Configuration Server no longer rises to excessive levels, now that a single internal timer is used to handle the processing of all responses from the LDAP Server. Previously, one timer was used to handle each login attempt, meaning that there could be multiple timers waiting for responses from the LDAP Server, all increasing CPU usage. (MFWK-18066)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.07.

Supported Languages

See Release 8.5.1 Translation Support.

8.5.101.05

Configuration Server 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/07/17	General		X	X	X	X

What's New

This release contains the following new feature or enhancement:

- **Secure Connections to PostgreSQL Databases:** You can now configure secure connections between Configuration Server and PostgreSQL databases. Refer to the Environment Settings section of the *Framework Database Connectivity Reference Guide*.

Resolved Issues

This release contains no resolved issues

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.05.

Supported Languages

See Release 8.5.1 Translation Support.

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Configuration Server 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/03/17	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- **Bootstrap logging:** You can now specify an initial logging configuration when starting Configuration Server or Configuration Server Proxy from the command line. This provides logs to assist you in troubleshooting startup and connectivity issues that occur before the log configuration can be loaded from the main Configuration Database.

- **Increased Kerberos token size:** For external authentication, the maximum accepted Kerberos token size has been increased from 12 KB to 64 KB.

Resolved Issues

This release contains the following resolved issue:

Configuration Server no longer generates the `Std 23600 Program exception:NULL server account` log message. Previously, it was generated unnecessarily and was not an indication of any internal failure condition. (MFWK-17486)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.04.

Supported Languages

See Release 8.5.1 Translation Support.

8.5.101.01

Configuration Server 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/27/17	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Configuration Database Monitoring Scripts can now be run from the command line.
- HA Configuration Servers can now be migrated from 8.1.3 to 8.5.101 without loss of backup functionality, if they are using the same 8.1.1 Configuration Database.

Resolved Issues

This release contains the following resolved issues:

When Configuration Server is connected directly to the Configuration Database (**dbthread**=true), another client connecting to the internal port used for communication between Configuration Server and its database client processes might cause an exception that forces the database client to disconnect. With this version, the database client stays connected when an exception is received on the internal port from any client other than the database client. (MFWK-18067)

HA Configuration Servers that are configured to access the database directly (**dbthread**=true) now handle future LCA requests properly, even after they experience several cycles of disconnecting from, and reconnecting to, their databases. Previously in this scenario, the servers sometimes ended up ignoring LCA requests (for example, ignoring a switchover request sent by LCA from Solution Control Server). (MFWK-18034)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.01.

Supported Languages

See Release 8.5.1 Translation Support.

8.5.101.00

Configuration Server 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/16/16	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Configuration Server no longer requires License Resource Manager (LRM) 8.5 to be present in the environment at any time.

- Configuration Server can now use Windows Authentication to access an MS SQL Configuration Database.

- Starting in this release, Configuration Server external authentication uses OpenSSL version 1.0.2j for secure connections to LDAP Servers.

Resolved Issues

This release contains the following resolved issues:

Configuration Server Proxy now reopens its port properly after the connection to the master Configuration Server was lost and restored. This connection loss occurs when the proxy server is initializing and starts synchronizing the history data with the master server. Previously, if the connection was lost during initial synchronization, Configuration Server Proxy did not open a listening port after it was fully initialized. If the connection was lost when reloading the History Log data, Configuration Server Proxy did not get the full history log. To remedy this, you had to restart the servers that had the problem. (MFWK-17563)

Configuration Conversion Wizard: If an Application object for Genesys Administrator already exists in the Configuration Database, Configuration Conversion Wizard (CCW) 8.5.000.14 no longer fails when upgrading from Genesys Administrator 8.1.0 to 8.1.1. Previously, CCW did not check to see

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if an Application object for Genesys Administrator existed, and when it tried to create a new one, CCW terminated. (MFWK-17872)

Configuration Conversion Wizard: CCW 8.5.000.14 now converts a single-tenant Configuration Database to a multi-tenant database successfully, even when the Environment or Resources folder, or any other object, has a section in its Annex with the same section name. Previously, if the Environment or Resources folder had a section with the same name, CCW generated the `Cannot copy the options from Resources to Environment tenant: flexible properties duplication.` message. (MFWK-17865)

Upgrade Notes

License Reporting Manager (LRM) 8.5 is no longer integrated with Configuration Server. If you are currently using LRM 8.5, uninstall LRM 8.5. Refer to the LRM Technical Advisory for details. LRM 8.5 will not be operational once you deploy this version of Configuration Server.

As a result of disassociating Configuration Server and LRM:

- Configuration Server does not generate the configuration option **[<server object name>] license**.

- You can launch Configuration Server directly against a new or newly-converted database; the **-preparedb** parameter is not required.

- Configuration Server does not generate the following log messages during startup: 24500, 24501, 24502, 24503, 24504, 24505, 24506, 24507, and 24508. It also does not generate the following LRM-related messages: 25100, 25101, and 25102.

Supported Languages

See Release 8.5.1 Translation Support.

8.5.100.25

Configuration Server 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/04/16	General		X	X	X	X

What's New

This release contains the following new feature or enhancement:

- **Monitoring Configuration Performance:** New scripts in the Configuration Database Maintenance Scripts IP enable you to trace the configuration areas that consume most of the Configuration Server resources, both overall and for particular types of clients. Use these with the audit trail logs to identify events signalling an increase in the data size object count. For more information about the new scripts, refer to the Release Note for Configuration Database Maintenance Scripts 8.5.100.11.

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Resolved Issues

This release contains the following resolved issue:

On a Linux platform, Configuration Server no longer terminates unexpectedly in the following scenarios:

- You configure a Connection to a port on Message Server that does not exist.
- In a Message Server HA configuration, you configure a Connection to a secure port on one Message Server when the connection to the other server in the HA pair is not on a secure port.

Previously, the Configuration Database was corrupted, while Configuration Server terminated unexpectedly and would not restart against the corrupt database.

(MFWK-17852)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.25.

Supported Languages

See Release 8.5.1 Translation Support.

8.5.100.24

Configuration Server 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/03/16	General		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issue:

Configuration Server no longer terminates unexpectedly when a change request (including implicit change requests that result from authenticating previously disabled accounts) from a client is immediately followed by another authentication request, without receiving confirmation that the first changes have been committed. (MFWK-17873)

A backup Configuration Server with the **last-login** option configured now continues operating normally if, during initial startup and data loading, it receives notifications from the primary Configuration Server about changes to Person objects. Previously in this scenario, the backup Configuration Server sometimes terminated unexpectedly. (MFWK-17226)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.24.

Supported Languages

See Release 8.5.1 Translation Support.

8.5.100.22

Configuration Server 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/02/16	General		X	X	X	X

What's New

This release contains the following new feature or enhancement:

- **More secure connections to Centralized Log:** Configuration Server can now use Single or Mutual TLS to secure a connection to the Message Server designated for the Centralized Log. Refer to the Secure Network Logging Deployment Procedure for more information and instructions for setting up this connection.

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Resolved Issues

This release contains the following resolved issues:

On the Linux platform, you can now use command-line utilities to successfully run **init_multi_xxx.sql** scripts when initializing a single-language database in an environment with LANG=en_US.<any encoding other then UTF-8> (which you must set if you are using single-language deployments for national languages). Previously, you might have experienced errors such as SP2-0734: unknown command beginning "<feff>/* ====..." - rest of line ignored when executing on Oracle because UTF-8 had been specified as encoding for this script. Now, scripts are provided in full compliance with the ASCII file format. (MFWK-17714)

Configuration Server now successfully connects to Message Server at startup regardless of the amount of data it has to read and apply from the Configuration Database during the startup. Previously, in some cases when startup time was significant, Configuration Server sometimes did not attempt the connection at startup, and instead required the user to make any changes in the affected Configuration Server object before it tried to connect. (MFWK-17166)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.22.

Supported Languages

See Release 8.5.1 Translation Support.

8.5.100.21

Configuration Server 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/05/16	General		X	X	X	X

What's New

This release contains the following new feature or enhancements:

- **Improved migration of HA Configuration Servers:** You can now allow an upgraded version of Configuration Server to run alongside its HA partner that is not upgraded, for a brief period of time. This provides for a more streamlined migration procedure, with less downtime for clients.

  As part of this new functionality, the following new Configuration Server Log Events are used to track the procedure:

  - **21-21270 [+] show details**

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Level	Standard
Text	Configuration Server ready to accept client connections.
Attributes	None
Description	Reports that Configuration Server has completed initialization/switchover and opened its ports for clients. There still might be initialization steps to complete if event 21-21271 is not generated immediately after this message.
Alarm Advisory	None
Action	Take the appropriate action according to step 7 of Upgrading an HA Pair of Configuration Servers.

- **21-21271 [+] show details**

Level	Standard
Text	Master Configuration Server is fully operational in primary mode
Attributes	None
Description	Reports that Configuration Server is fully initialized, and is in fully writable primary master server mode for the Configuration Database.
Alarm Advisory	None
Action	Take the appropriate action according to step 7 of Upgrading an HA Pair of Configuration Servers.

- **21-21272 [+] show details**

Level	Standard
Text	Master Configuration Server is fully synchronized in backup mode
Attributes	None
Description	Reports that Configuration Server is fully initialized as the backup server of the currently running primary server. You can only switch over this server to primary mode after this message is generated.
Alarm Advisory	None
Action	Take the appropriate action according to step 7 of Upgrading an HA Pair of Configuration Servers.

- **21-21273 [+] show details**

Level	Standard
Text	Proxy Configuration Server is fully synchronized with master server
Attributes	None
Description	Reports that Configuration Server in proxy mode is fully operational. If server is in primary mode, it is confirmed with this message. If server is in backup mode, you are free to switch over to primary mode at any time after this message is generated.
Alarm Advisory	None
Action	Take the appropriate action according to step 7 of Upgrading an HA Pair of Configuration Servers.

- **21-25300 [+] show details**

Level	Standard
Text	Backup Server ignored because server is

	starting in upgrade mode [1]
Attributes	[1] Type of upgrade mode. Currently, only one upgrade mode is available: 1 (simple).
Description	The master Configuration Server is in upgrade mode, and is starting in backup mode. The backup Configuration Server will switch to primary mode and will be ignored by the primary Configuration Server until the upgrade operation is completed.
Alarm Advisory	None
Action	Take the appropriate action according to step 7 of Upgrading an HA Pair of Configuration Servers.

- **21-25301 [+] show details**

Level	Standard
Text	Configuration Server entered upgrade mode. Backup Server ignored because of incompatible schema [<schema>]
Attributes	<schema> Configuration Database schema
Description	The master Configuration Server has detected an older primary Configuration Server and is initializing as the primary server. The older primary Configuration Server will switch over to backup mode and be ignored by the newer primary Configuration Server until the upgrade operation is completed.
Alarm Advisory	None
Action	Take the appropriate action according to step 7 of Upgrading an HA Pair of Configuration Servers.

- **21-25302 [+] show details**

Level	Standard
Text	Configuration Server ignored switchover request because another upgrade/switchover already in progress
Attributes	None
Description	Reports Configuration Server ignored a switchover request from Solution Control Server, most likely because Configuration Server is in upgrade mode. During upgrade, Solution Control Server detects the presence of two primary Configuration Servers and tries to force the new server (in upgrade mode) into

	backup mode, but the new instance refuses these requests and continues to initialize. This is normal situation during upgrade. You might observe this log event reported several times by Configuration Server in upgrade mode; this is not considered an error in this situation.
Alarm Advisory	None
Action	Take the appropriate action according to step 7 of Upgrading an HA Pair of Configuration Servers.

- **Support for IBM DB2 10.5 database.** See the Supported Operating Environment: Framework page for more detailed information and a list of all supported databases.

- **Support for the VMware ESXi 6 virtualization environment.** See the Supported Operating Environment: Framework page for more detailed information and a list of all supported virtual machines.

Resolved Issues

This release contains the following resolved issue:

Configuration Server no longer attempts to store the DBMS access password, as read from the startup configuration file, back into the Configuration Database after successfully connecting to the database. Previously, the Configuration Server Application object sometimes attempted to populate its own **password** option with that value. If the password had already been encrypted in the configuration file, Configuration Server sometimes failed to encrypt it again, logged ERROR: invalid byte sequence for encoding "UTF8", and remained in Read Only mode until it was restarted. (MFWK-17339)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.21.

Supported Languages

See Release 8.5.1 Translation Support.

8.5.100.18

Configuration Server 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/08/16	General		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Configuration Conversion Wizard (CCW): CCW 8.5.000.13 no longer deletes DID Group objects when converting a single-tenant Configuration Database to a multi-tenant database. (MFWK-17481)

Configuration Conversion Wizard (CCW): CCW 8.5.000.13 no longer reuses DBIDs when three or more applications have been deleted. (MFWK-17462)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.18.

Supported Languages

See Release 8.5.1 Translation Support.

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8.5.100.17

Configuration Server 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/03/16	General		X	X	X	X

What's New

This release contains the following new feature or enhancement:

- Support for the Red Hat Enterprise Linux AP 64-bit x86 7 operating system. See the Supported Operating Environment: Framework page for more detailed information and a list of all supported operating systems.

Resolved Issues

This release contains the following resolved issue:

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When using LDAP external authentication, Configuration Server no longer stops authenticating users if one of the two connections that Configuration Server makes to the LDAP server is rejected while the other connection is maintained. (MFWK-17452)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.17.

Supported Languages

See Release 8.5.1 Translation Support.

8.5.100.15

Configuration Server 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/29/16	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- You can now configure Configuration Server or Configuration Server Proxy to perform case-insensitive searches to identify Person objects authorized by the Kerberos ticket. If more than one user object is identified, those users are not authenticated and an error is generated. This feature uses the new **ignore-case-username** configuration option, and is especially relevant if you are using Microsoft Windows Active Directory as the Key Distribution Center. This feature and its new option are described in the detail in the Kerberos page of the *Framework External Authentication Reference Manual*.

- Support for MS SQL Server 2014 database. See the Supported Operating Environment: Framework page for more detailed information and a list of all supported databases.

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Resolved Issues

This release contains the following resolved issue:

Configuration Server now logs the actual type of authentication used. Previously, an incorrect type was sometimes logged. (MFWK-17096)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.15.

Supported Languages

See Release 8.5.1 Translation Support.

8.5.100.14

Configuration Server 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/05/16	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- **More secure and efficient agent data retrieval:** You can now configure Configuration Server to execute requests, submitted via an internal brief API, taking into account permissions of the parties involved. This reduces the volume of object data downloaded by an application when it discovers available objects. Check with Genesys documentation specific to an application to determine if the application supports using the brief API and if the application can benefit from getting a limited list of brief objects. Use the following new option to enable this functionality:

    [security]
    objbrief-api-permission-check
    Default Value: `false`
    Valid Values: `true`, `false`
    Changes Take Effect: Immediately

    When set to `true`, the results returned by the brief API calls are based on the permissions of the client account that submitted the request.

- **Implementing Support of Load-Balancing by Configuration Server Proxy:** For one of the ways in which this functionality can be implemented, refer to the "Load Balancing Using Clusters" section of the *Workspace Desktop Edition Deployment Guide*.

- **Secure connections with Microsoft SQL DBMS:** You can now configure secure connections between Microsoft SQL databases and Genesys components running Microsoft SQL database client software.

-

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Resolved Issues

This release contains the following resolved issues:

Configuration Server no longer resets an agent's Wrap-up Time when an annex entry of the Agent

Login object associated with that agent is changed. Previously in this scenario, Configuration Server reset the Wrap-up Time to zero (0).

This issue was introduced in 8.1.3; it did not occur in earlier releases.

(MFWK-17180)

Configuration Server Proxy no longer terminates unexpectedly when reconnecting to the master Configuration Server Proxy. Previously, this scenario occurred in very rare cases. (MFWK-17172)

Configuration Server no longer returns an empty history log to a client trying to restore a session if, while the client was disconnected, there were failed attempts to update any configuration objects using Configuration Server. Previously in this scenario, Configuration Server returned a history log containing no history records to the client. (MFWK-16946)

Setting or changing the value of the **level-reassign-<event>** configuration option now always takes effect immediately, as described in the *Framework Configuration Options Reference Manual*. Previously, when configured on Configuration Server 8.5.x, setting or changing to this option did not take effect until Configuration Server is restarted. (MFWK-16411)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.14.

Supported Languages

See Release 8.5.1 Translation Support.

8.5.100.11

Configuration Server 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/22/15	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- **Configuration Server port segmentation:** You can configure separate ports on Configuration Server and Configuration Server Proxy that are restricted for use only by client User Interface (UI) type applications.

- **Enhanced security on UNIX:**

  - Genesys Security Pack on UNIX now uses OpenSSL instead of RSA to facilitate communication in the SSL/TLS protocol suite.

  - Security Pack scripts have been changed to use SHA1 by default, with an option to use SHA256.

  For more information, refer to the Security Pack on UNIX 8.5.x Release Note.

- **Enhanced Logging:** To simplify troubleshooting of secure connections, Configuration Server offers additional logging of the secure connection establishment phase when used with Security Pack 8.5.100.06 or newer.

- **Updated Language Pack support:** Refer to Translation Support for details about the updated language packs supported.

- In this release, Configuration Server external authentication uses OpenSSL version 1.0.2d for secure connections to LDAP Servers.

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Resolved Issues

This release contains the following resolved issues:

If Configuration Server is provisioned to use external authentication, but **[authentication]library=internal** is set at the Tenant level, Configuration Server now authenticates internally all users under that Tenant that have a value in their **External ID** field. Previously in this scenario, Configuration Server ignored the value of the **library** option, and authenticated the users externally. (MFWK-17009)

Configuration Server now stores properly objects with option or annex values longer than 254 bytes and containing multi-byte characters. Previously in this scenario, Configuration Server sometimes failed to store the object because of a database SQL execution error. (MFWK-16929)

If the last login synchronization feature is enabled, while processing GETHISTORYLOG requests from clients, Configuration Server Proxy 8.5 no longer stops responding to client requests and no longer consumes up to 100% of its CPU. Previously in this scenario, Configuration Server sometimes stopped responding to client requests and CPU usage rose to 100%. (MFWK-16825)

If, during external authentication, the LDAP server dropped the connection or returned an unexpected error to Configuration Server, Configuration Server in this case ignored the **retry-attempts** option, repeatedly reestablishing a connection to the LDAP servers and retrying failed authentication attempts. Configuration Server also did not take into account the age of authentication requests in the queue before resending them to LDAP, increasing the processing load by executing requests that had timed out.

To prevent this, Configuration Server now properly limits the number of **retry-attempts** as specified by this option. Additionally, Configuration Server now limits the time that a client's external (via LDAP) authentication request waits for a response within a given time interval. The time interval is determined by the maximum value of **retry-attempts** together with **retry-interval** settings for all specified **ldap-url** settings.

(MFWK-16442, MFWK-16631)

When using Kerberos external authentication, Configuration Server now accepts connections from all clients that have a valid GSS token and are using Single Sign-on (SSO). Previously in this scenario, Configuration Server accepted a certain number of connections, then rejected the next one. (MFWK-15714)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.11.

Supported Languages

See Release 8.5.1 Translation Support.

8.5.100.10

Configuration Server 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/09/15	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Clusters of Configuration Server Proxies can now support load balancing using the F5 load-balancer for agent-facing applications.

- When using LDAP external authentication, Configuration Server uses only the DN (Distinguished Name) attribute returned by LDAP Server in the **ldap-url** option for each entry searched in LDAP. Configuration Server ignores all other attributes.

- A new component, Configuration Database Maintenance Scripts, enables upgrade of the Configuration Database schema and locale without upgrading the Configuration Layer as a whole, and with minimal disruption to operations.

- Instructions for upgrading Management Framework components to release 8.5 and later have been completely rewritten in a more concise and clearer manner. Refer to the *Framework Migration Guide*.

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Resolved Issues

This release contains the following resolved issues:

Configuration Server now uses internal authentication for a user configured with **library=internal** and with a non-empty **External User ID** field. Previously, Configuration Server placed less priority on the **library** option and read only the **External User ID** field, thereby using external authentication for that user. (MFWK-16779)

Configuration Server now disables external authentication at the Person level if the **library** option in the **[authentication]** section is set to `internal`. Previously in this scenario, Configuration Server did not disable external authentication. (MFWK-16761)

Restart of the primary Configuration Server no longer results in the primary and backup servers both running in primary mode. Previously, this problem occurred in very rare cases, and was timing dependent. One scenario was when the restarted primary Configuration Server assumed the primary role before the backup Configuration Server instance completed its switch to primary mode, initiated by the Management Layer due to the restart of the original primary Configuration Server. This issue was sometimes caused by the deletion of a configuration object through the restarted primary, or the temporary loss of the Configuration Server connection to the database or DB Server. (MFWK-16484)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.10.

8.5.100.07

Configuration Server 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/31/15	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issue:

This release restores backward-compatible behavior by having Configuration Server perform the following byte conversions: 0x60 to 0x60+0x60 and 0x27 to 0x60+0x22, as it did in releases prior to release 8.5.100.06. These conversions are reverted when the strings are read from the database, resulting in no adverse effects on the CS and its clients.

Configuration Server 8.5.100.06 inadvertently disabled these conversions in cases where these bytes were used as trailing bytes of double-byte characters. This caused the loss of backward compatibility when Configuration Server was operating with pre-existing data.

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> **Important**
>
> This issue applies only to environments in which both of the following conditions are true:
>
> - Configuration Server is running in single-language (traditional) mode.
> - Double-byte character encodings are used, namely Japanese, Chinese and Korean.

(MFWK-16845)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.07.

8.5.100.06

Configuration Server 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/25/15	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- **Secure Connections to Oracle Databases:** You can now configure secure connections between Configuration Server and Oracle databases. Refer to the Environment Settings section of the *Framework Database Connectivity Reference Guide*.

- **Genesys Deployment Agent not Installed Automatically:** The Genesys Deployment Agent, used by Genesys Administrator for Solution Deployment on remote hosts, is no longer automatically installed with LCA. This is the new default behaviour, and affects only new customers and existing customers installing LCA on new hosts.

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Resolved Issues

This release contains the following resolved issues:

Configuration Server no longer stores links to the Agent objects in a Virtual Agent Group (VAG) in the Configuration Database for the scenario in which the VAG is first created with an empty value for the `script` option (in the `virtual` section in the Annex of the VAG object), and then the `script` value is updated. Previously in this scenario, Configuration Server stored links to the Agent objects in this VAG, with the result that the VAG object became corrupted. (MFWK-16733)

The backup master Configuration Server and Configuration Server Proxies no longer overload the CPU while processing notifications for configuration options additions and deletions in folders that contain a large number of objects. Previously in this scenario, the backup master Configuration Server and

Configuration Server Proxies sometimes approached a CPU utilization rate of 100%, significantly slowing their processing rate. The only way to avoid the problem was to disable the Audit Trail feature by setting **[history-log].write-former-value** to `false` on both the master and backup Configuration Server Proxies.

This problem was introduced in 8.5.

(MFWK-16577)

Configuration Server now properly interprets trailing bytes of multi-byte characters as part of that character. Previously, when the trailing byte of a multi-byte character had the same code as an ASCII special character, Configuration Server interpreted the trailing byte as that special character.

For example, Configuration Server previously misinterpreted the trailing byte (Ox5c) of the Japanese character ◇ (encoded in Shift-JIS as two bytes 0x8c 0x5c) as a backslash. When storing string data in PostreSQL, this trailing character, which Configuration Server took to be a backslash, was duplicated. This resulted in the ◇ character to be displayed after restart as two characters, ◇¥ in any string that contained ◇. Now, the character is displayed correctly, as ◇.

This problem arose when a PostgreSQL database was operating with **standard_conforming_strings=**_on_ and in the Shift-JIS locale. However, this caused Configuration Server to generate the Configuration History Log error message `Incorrect history data format (can't read id);` at startup. The only way to avoid this message was to set **standard_conforming_strings=**off (and **postgre-standard-conforming-strings=**off in Configuration Server).

Now, neither of these issues occur in the given scenarios.

(MFWK-16521)

In an HA configuration, if you start the backup Configuration Server Proxy while the primary server's host is not available, the backup server now properly switches to primary mode. Previously in this scenario, the backup Configuration Server Proxy sometimes stopped responding and did not switch to primary mode. (MFWK-16164)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.06.

8.5.100.05

Configuration Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/01/15	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issue:

Configuration Server now processes Kerberos authentication requests properly, without terminating unexpectedly, if the size of the GSS/Kerberos token does not exceed 12 KB. If the token size exceeds 12 KB, `Kerberos ticket length > MAX_KERBEROS_TICKET_LENGTH` is displayed. In addition, if the length of the username exceeds 254 characters, `Kerberos/GSS : Display name is too long` or `Kerberos : Display name is too long` is displayed, as appropriate.

Previously, the maximum size of the GSS/Kerberos token was 5 KB, and if the token exceeded this size, Configuration Server terminated unexpectedly.

(MFWK-16701)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.05.

8.5.100.04

Configuration Server 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/10/15	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- **Consolidation of Single-Tenant (Enterprise) and Multi-Tenant Configuration Server:** The single-tenant and multi-tenant Configuration Server IPs have been consolidated into one Configuration Server IP, which can be used for configuration environments with one or more Configuration Servers. Single-tenant Configuration Databases are still supported and you can upgrade existing databases to the latest available format, but single-tenant configurations can no longer be deployed for new installations.

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> **Tip**
>
> For new installations, Genesys recommends that you install Configuration Server and create new databases using the provided multi-tenant database initialization scripts, and then configure an environment with one Tenant (Environment).

- **Alternate Disaster Recovery Deployment Model:** Management Framework now supports database replication leveraging the Microsoft SQL Server AlwaysOn Availability Groups concept for Genesys disaster recovery and business continuity architecture.

- **Enforcement of External Authentication at Tenant Level:** External authentication can now be selectively enforced at the Tenant level in an environment with multiple Tenants.

- **Threading Modes:** The default threading mode is single-threaded. Genesys recommends that you do not change the threading mode for the current version of Configuration Server. Refer to the *Network Connectivity* section of the *Framework Deployment Guide* for more information.

Resolved Issues

This release contains the following resolved issues:

Configuration Server now loads the license file successfully at startup, even if there are records in the Configuration History database that are subject to removal. Previously in this scenario, Configuration Server sometimes experienced issues, and you had to either manually set the configuration option **max-records** to a larger value (up to 2147483647) or the option **expiration** to a larger number of days, or manually clean out records from the CFG_HDB_OBJECT table. (MFWK-16540)

Configuration Server no longer runs at an unusually high rate of CPU utilization when idle. Previously, it would run at approximately 30% CPU utilization rate when idle. (MFWK-16503)

The Configuration Server Installation Package now installs the Configuration Database initialization and locale scripts into the folders at **<installation folder>/sql_scripts/<dbms type>**, as documented in the *Framework Deployment Guide*. Previously the IP incorrectly installed the files at **<installation folder>/sql_scripts/multi_tenant/<dbms type>**. (MFWK-16462)

If Configuration Server is configured to use Kerberos external authentication, log message 21-22302 `External authentication configuration error` might be generated during Configuration Server startup or reconfiguration. You can safely ignore this message. (MFWK-15716)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.04.

8.5.100.02

Configuration Server 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/30/14	General		X	X	X	X

What's New

This release contains the following resolved issues:

- Configuration Server no longer terminates unexpectedly when transcoding characters that are invalid for the specified locale. Invalid characters in strings are replaced with a question mark (?). Previously, Configuration Server would terminate when it tried to transcode an invalid character.

- New Application Types:

  - Genesys Knowledge Center CMS

  - Genesys Knowledge Center Server

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Resolved Issues

This release contains the following resolved issues:

In Linux environments with external authentication enabled, Configuration Server now properly encodes the passwords containing extended ASCII characters before sending them to the LDAP external authentication server. Previously, Configuration Server could not encode such passwords correctly and thus sent an empty password to the LDAP server. Based on the LDAP settings, this resulted in successful authentication of users in Configuration Server even if the user did not enter a correct LDAP password. (MFWK-22087)

Configuration Server is now able to calculate Virtual Agent Group (VAG) membership on the Solaris platform. Previously, Configuration Server was unable to calculate the membership, generating the following log message at startup for each VAG, instead:

```
Std 22400 Initialization error: CFGValueOutOfRange, object: [CfgAgentGroup], ...
Script expression is not valid
```

This problem was specific to Solaris. No other platforms were affected.

(MFWK-16423)

If you delete all content in a section of the annex of a configuration object and add new content to that section in the same operation, Configuration Server now retains that section in the database and stores the new content in that section. Previously in this scenario, Configuration Server removed the section from the database and stored the new content without a related section. The problem did not become evident until Configuration Server was restarted, when the section and the new content was not displayed in the annex. (MFWK-16367 [MFWK-16194])

Configuration Server no longer rejects configuration updates because of database error, if those requests are submitted by LRM (or another Genesys server) that is configured to use the SYSTEM account and elevated permissions were assigned to that account as directed by the deployment guide for LRM or the other server. Previously, you had to configure LRM (or the other server) with enough permissions for it to operate with a regular user account. (MFWK-16338)

Configuration Server no longer terminates unexpectedly while externally authenticating a person with authentication parameters configured in the User object. (MFWK-16292)

Configuration Server no longer generates an exception during shutdown when it is connected directly to the DBMS. Previously in this scenario, Configuration Server sometimes generated an exception in the final stage of shutdown, even though it shutdown successfully with no loss of data. (MFWK-16274)

When Configuration Server is running on UNIX and is configured to connect directly to the DBMS (the default behaviour), it no longer generates zombie (defunct) dbclient processes when it is having connectivity issues with the DBMS.

Previously in this scenario, Configuration Server sometimes experienced connectivity issues with the DBMS and generated zombie (defunct) dbclient processes when it tried to reconnect.The longer Configuration Server was unable to reconnect to the DBMS, the more zombie (defunct) processes were created and consuming memory. The only way to solve the problem was to stop the main Configuration Server process.

Recommendation: Genesys strongly recommends that you restart Configuration Server if it is unable to connect to the DBMS for a long period of time. This avoids the creation of a large number of zombie (defunct) processes consuming memory.

(MFWK-16270)

Configuration Server no longer accepts incorrect API requests from certain versions of Genesys Administrator and Configuration Manager that previously might have resulted in data corruption when creating and/or editing Outbound Campaign and Campaign Group objects. If you are using affected versions of Genesys Administrator or other components, the following error message will be logged when you try to perform an illegitimate operation.

```
Std 23500 Configuration Server Error: Error [CFGValueOutOfRange], object
[CfgCampaign], property [campaignGroups] Description: The value of the attribute is
incorrect.
```

Previously in this scenario, the new Campaign was created in memory, and not saved to the Configuration Database or its backup. As a result, Campaign data was lost after switchover or after shutdown of the primary Configuration Server instance.

(MFWK-16145)

Configuration Server no longer terminates unexpectedly when transcoding characters that are invalid for the specified locale. Invalid characters in strings are replaced with a question mark (?). Previously, Configuration Server would terminate when it tried to transcode an invalid character. (MFWK-14994)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.01.

8.5.100.01

Configuration Server 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/26/14	General		X	X	X	X

What's New

This release contains the following resolved issues:

- **Enhanced Security of Encrypted Configuration Database Password:** The password for the Configuration Database can now be encoded using an asymmetric encryption algorithm, with the encryption and decryption keys stored in external files.

- The **enable-thread** option in the **[log]** section of the Configuration Server Application template is now set to `false`, the default value. If you want to use the log throttling feature with Configuration Server, you must explicitly change the value of this option.

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Resolved Issues

This release contains the following resolved issues:

Configuration Server no longer terminates unexpectedly when attempting to generate a log message about an ADDP timeout expiring on any of its connections (for example, STANDARD `00-07041 Socket [X] is not responding within [n] milliseconds, remote socket [Y].`). This issue was specific to the 32-bit Linux platform. Previously in this scenario, Configuration Server sometimes terminated unexpectedly on the 32-bit Linux platform. (MFWK-16314)

Configuration Server now starts correctly and no longer terminates unexpectedly shortly after startup when the Configuration Database password is encrypted by itself (`confserv -p <name of Configuration Database section> <password>` on the command line, and **encryption=**`true` in the **[Configuration Server]** section of the configuration file). Previously in this scenario, Configuration Server sometimes terminated unexpectedly shortly after startup. (MFWK-16242)

When the primary master Configuration Server loses its connection to DB Server, it switches to Read Only mode. It now correctly switches back to fully operational mode when the connection is restored, even in those scenarios that also involve a loss of connection between SCS and LCA on the Configuration Server host. Previously in these scenarios, Configuration Server sometimes did not return to fully operational mode. (MFWK-16168)

Configuration Server now functions normally in the following scenario:

- The connection with the Configuration Database was lost and then restored.

- The database operation in process prior to the disconnection was completed unsuccessfully.

- The **force-reconnect-reload** option is set to `true`.

Previously in this scenario, Configuration Server sometimes repeatedly disconnected all clients and tried to reload content from the Configuration Database. After a number of attempts, Configuration Server terminated unexpectedly.

(MFWK-16110, MFWK-16046)

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Configuration Server Proxy and the backup master Configuration Server now support runtime configuration of ADDP parameters for their connections to the master Configuration Server. In addition, both the primary and backup master Configuration Servers are now able to handle a runtime reconfiguration of the ADDP timeout on their connections with Message Server. Previously, these changes took effect only after a restart. (MFWK-12270)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.01.

Release 8.5.0

Configuration Server Release Notes

You can find links to Release Notes for particular 8.5.0 releases of Configuration Server, if available, in the tree menu on the left or in the list of Available Releases.

8.5.000.16

Configuration Server 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/01/14	General		X	X	X	X

What's New

This release contains the following resolved issues:

- This release of Configuration Server supports the following Language Packs. Consult the Language Pack release note for information on changes to the Language Pack that may affect the functionality of Configuration Server.

  - Chinese (Simplified)

  - French

  - German

  - Japanese

  - Korean

  - Portuguese (Brazilian)

  - Spanish (Latin American)

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Important

- These Language Packs are supported only by 8.5.x releases of Configuration Server, starting with this release. The Language Packs are not supported by 8.1.3 or earlier releases of Configuration Server.

- If you plan to deploy Configuration Server in multi-language mode, first read the White Paper entitled *Deploying Genesys for Key Mixed Language Scenarios*.

- On UNIX platforms, Configuration Server can now specify the protocol to be used to secure its connections, by using the new configuration option **sec-protocol**. Security Pack 8.5.000.03 is required for this functionality to work properly. Refer to the *Security Pack on UNIX 8.5 Release Note* for more information about this option and how to use it. (MFWK-15844)

Resolved Issues

This release contains the following resolved issues:

On the Solaris platform, Configuration Server now successfully creates and deletes large numbers of objects when running for an extended period of time. Previously in this scenario, Configuration Server sometimes terminated. (MFWK-15779)

Configuration Server now properly validates a permanent license file for all features. Previously, this file failed validation because it did not contain at least one technical license with an expiration date in the future. This restriction does not apply to the permanent license file. (MFWK-15749)

Configuration Server now maintains the integrity of Virtual Agent Groups (VAGs) if, during startup, a backup Configuration Server loses its connection to the primary Configuration Server before it completes data retrieval. Previously in this scenario, when the backup Configuration Server switched to primary, it did not calculate the VAGs. (MFWK-15721)

There is no longer a noticeable degradation in the performance of Configuration Server 8.5 during object creation and update. Previously, this performance degradation could only be remedied by disabling all internal threads used by Configuration Server. (MFWK-15707)

Configuration Server now uses the latest 1.0.1g version of the OpenSSL library when connecting securely to external LDAP authentication servers. (MFWK-15706)

When using external authentication over a secured connection with the LDAP authentication server, Configuration Server now accepts certificates with either subject name (**CN=**host name) or alternative subject name (**DNS=**host name) attributes specified.

Note: host name is case-sensitive and must match the DNS record.

(MFWK-15695)

The spelling of the **message-format** option has been corrected in the Application metadata of the Configuration Server Application Template. Previously, this option was spelled incorrectly, and you had to manually update it, either in the Application Template object itself, or in the Application objects created from the template. (MFWK-15683)

Recursive permission changes on a folder, requested through Configuration Server Proxy, are now applied correctly to the objects in that folder. Previously, Configuration Server Proxy sent an incorrect response to the client, which then requested recursive permission changes through the proxy server. As a result, the recursive permission change on a folder requested through the proxy server was not

applied to the objects in the folder located in the memory of Configuration Server Proxy. (MFWK-15681)

Configuration Server now distributes correct notifications about changes made in certain fields, such as the **Change password on next login** checkbox of a Person object. Previously, under some conditions, wrong notifications were generated, causing data to get out of synchronization between Configuration Server instances and their client applications. A restart of all involved components was required in those cases to restore normal operations. (MFWK-15593)

You can now use the apostrophe character (') character in the name of an object. Previously, this caused a database syntax error. If it was used when creating a new object, the transaction failed and the new object was not created. If it was added into the name of an existing object, the modification was saved, but any subsequent changes to that object could not be saved because of that database error.

In addition, you can now specify how the backslash character (\) is to be interpreted when using Postgre databases. In PostgreSQL 9.1 and earlier, the backslash character is treated by default as an escape character. Configuration Server replaces it with the escaped character when processing the string. In PostgreSQL 9.1 and later, the backslash character is treated as a literal character. This conforms to the new SQL standard.

Use the new **postgre-standard-conforming-strings** option to specify if Configuration Server is to interpret backslashes literally (as per the SQL standard), or as escape characters. Set this option in the **[system]** section of the Configuration Server Application object. (MFWK-15568)

The Configuration Database now generates a syntax error if an object's name or any other attribute contains a non-alphanumeric character, such as an apostrophe ('), accent (`), or a back/forward slash (\ or /). Previously, Configuration Server would terminate unexpectedly.

Recommendation: Do not use a non-alphanumeric character in any value to be stored in a database, unless specifically told to do so.

(MFWK-15232)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.16.

Supported Languages

The following table lists the languages supported by this release.

CHS	DEU	ENU	ESN	FRA	JPN	KOR	PTB
X	X	X	X	X	X	X	X

8.5.000.14

Configuration Server 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/25/14	General		X	X	X	X

What's New

There are no restrictions for this release. This section describes new features that were introduced in this release of Configuration Server.

- DB Server is no longer required for access to the Configuration Database. Refer to the *Framework 8.5 Database Connectivity Reference Guide* for more information.
  If you are going to use the Configuration Conversion Wizard (CCW) to convert your database, you will need the DB Server for the conversion.

- If a natural, man-made, or unintended event occurs at the main site, forcing Configuration Server and other Management Framework components to fail, Genesys now recommends a multi-site deployment model to maintain operations.

- Migration of Configuration Server is improved, enabling the upgrade to occur with minimal downtime and impact to the production environment. Refer to the *Genesys Migration Guide* for more information.

- Configuration Server now supports a flow control mechanism, whereby you can specify the maximum size of memory used to store unsent notifications from Configuration Server or Configuration Server Proxy. When this amount of memory is used, the server stops processing the client requests until the amount of memory used by the unsent notifications drops below the configured threshold. Only then does the server start to process client requests again. Previously, the unsent notifications sometimes accumulated to the point where performance was negatively affected, or Configuration Server or Configuration Server Proxy terminated unexpectedly due to memory starvation.

- Configuration Server now requires a valid license before it will start for the first time with an 8.5 database that has been newly initialized or converted using CCW. Genesys License Reporting Manager (LRM) is also supported; it works with Configuration Server to ensure that each application has a valid license before it can be installed and started.

- Configuration Server now allows you to install language packs to enable support of a particular language in which messages are displayed.

- Configuration Server now allows users to change or remove predefined business attributes, such as Media Type. Options have been introduced to enable this, and to control how predefined business

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attributes are inherited when additional tenants are created.

- Configuration Server now supports an extended audit trail of all changes in the Configuration Database, including new and previous values. A new utility outputs a report of this information when necessary.

- Configuration Server now supports Kerberos for user logins. Configuration Server can operate with Windows Active Directory and MIT key distribution centers to facilitate Single Sign-on via Genesys UI applications that are Kerberos-enabled.

- All active sessions are immediately invalidated for a user who is disabled in, or removed from, the Configuration Database.

- Configuration Server now supports the following new types of application objects:

  - LRM Server

  - Recording Crypto Server

- Configuration Server supports new versions of Database Management Systems and a new virtualization platform. Refer to the *Genesys Supported Operating Environment Guide* for more information.

- Starting with this release, Configuration Server external authentication uses OpenSSL version 1.0.1g for secure connections to LDAP Servers.

Resolved Issues

This release contains the following resolved issues:

Configuration Server Proxy now handles expired passwords and their subsequent resets properly. Users are prompted to change their passwords, and after the change, are permitted to log in to other applications to which they have access. Subsequent logins are permitted using the new password. Previously, Configuration Server Proxy would notify users that their passwords had expired, let them change their password, and then log in, as is proper behavior. But after logging out, Configuration Server Proxy would notify them again the next time that they tried to log in. In addition, once logged in, they were unable to log in to other applications with their new passwords. (MFWK-15673)

Configuration Server now sends correct notifications of a password change by an agent that does not change the user's status as an agent. Previously, when an agent changed his or her password because the Reset Password flag had been set, Configuration Server sent incorrect notifications to its clients that the Person object was not an agent. (MFWK-15466)

When authentication fails, both the master Configuration Server and Configuration Server Proxy close the `tcp` connection, enabling new clients to connect to the master server. Previously, Configuration Server Proxy did not close its `tcp` connection, and after repeated authentication failures, the number of available `tcp` connections available for the process was exhausted, meaning that new clients could not connect. (MFWK-15316)

Master Configuration Server no longer sends incorrect notifications on password reset if a folder containing Person objects is disabled and later enabled. Previously in this scenario, the master

Configuration Server sent incorrect notifications about a password reset for the objects contained in the folder, which prevented users from logging in to Configuration Server Proxy until it was restarted. (MFWK-14980 [MFWK-15175])

Configuration Server properly does not propagate new permissions to the child objects contained in a folder when permissions are changed on that folder such that the new permissions coincide with the permissions on its parent object. Previously, newly applied permissions were propagated in the database, but not in the in-memory image of the child objects. The resulting discrepancy between the in-memory permissions and the permissions stored in the database caused database-level errors upon subsequent attempts to change permissions on the contained objects. (MFWK-14962)

Configuration Server now accepts the login of a username containing a \5c byte (backslash character) in a multi-byte character. Previously, a multi-byte username containing this character was not a valid username. (MFWK-14869)

Users in a new Tenant object can be authenticated externally while existing users are authenticated internally by not specifying the **password-min-length** option for the new users. This option is not to be used with external authentication, and the documentation has been updated to reflect that. (MFWK-14816)

The History Logs for Configuration Server and Configuration Server Proxy no longer get out of synchronization in the following scenario:

1. The master server is processing a very large number of configuration updates.

2. The proxy server loses its connection with the master server and reconnects, but cannot restore the session because its History Log has expired.

3. The proxy server disconnects all of its clients to force them to reload data, and starts to reload data from the master server. But while it is reloading data, it is receiving a very large number of configuration update notifications.

Previously in this scenario, Configuration Server Proxy may have lost some notifications for events which occurred while it was reloading data. When the clients reconnected, they received obsolete data.

(MFWK-14542)

TLS connections to a Genesys server running Windows no longer fail if the security certificate is generated using a tool other than Windows certificate services and then manually imported into Windows. Previously, if you used something other than Windows certificate services and manually generated the certificate, the CERT_TRUST_REVOCATION_STATUS_UNKNOWN validation error was generated, and the TLS connection to the Genesys server failed. (MFWK-14166/ER# 324547671)

Configuration Server now correctly stores privileges in the Role objects after they were removed then reassigned back to the role. Previously, modified privileges were lost when Configuration Server restarted. (MFWK-14156 [MFWK-15158])

When enabled for multi-language support, Configuration Server now supports strings and section/option names greater than 256 bytes in length if the environment variables are set correctly. Refer to the *Framework 8.5 Database Connectivity Guide* for detailed information about the required environment settings. Previously, strings and names longer than 256 bytes were not stored. (MFWK-14141/ER# 324029037, MFWK-14140/ER# 324029035)

Configuration Server no longer drops responses to external authentication requests that come from the same client within a very short time span. Previously, Configuration Server dropped the response to an authentication request if the next request from the same client arrived before the external authentication server had responded to the previous request. (MFWK-14099 [MFWK-14853])

The default user can now use the GVP Deployment Wizard on a newly initialized database to move Application objects to the Applications folder. Previously, the objects were not moved and the following error was generated:

```
Insufficient permissions to perform this operation
```

(MFWK-14081)

Configuration Server now responds promptly to Advanced Disconnect Detection Protocol (ADDP) when it performs a lengthy atomic operation (such as removing an object with many subordinate objects or serving a large portion of the history log to a client). Previously in this scenario, Configuration Server sometimes did not respond promptly to ADDP, so clients with ADDP timeouts set to smaller values sometimes experienced a disconnection. (MFWK-13830/ER# 315580751)

The backup Configuration Server and Configuration Server Proxy no longer incorrectly process notifications about changes to permissions and accounts. These notifications were lost, and ultimately resulted in the server having incorrect or outdated permission and account data. (MFWK-12759)

Users can now enter up to 255 characters of address data for a Person object. Previously, only a maximum of 64 characters could be entered. (MFWK-10587)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.14.